Strategies for Library Security in Federal University Gashua Library, Yobe State, North East of Nigeria

[1]Bukola Agboola & [2]Baba S. Aduku
[1&2]*The Library, Federal University Gashua, Yobe State*

Abstract

This paper focused on strategies for library security constituting information security of library collections traditionally and virtually with the aim of securing users and security of personal effects in Federal University Gashua Library, Yobe State, and North-East, Nigeria. To achieve the aims of this study, two (2) objectives and seven (7) recommendations were stated to guide and manage the issues. Questionnaire was the main instrument for data collection. Thus, twenty (20) questionnaires were distributed to library users of federal university gashua (FUGA). Descriptive statistic of frequency counts and percentages were used to analyze the data. The library management instituted a committee whose deliberations consciously revealed that despite the issues of resource loss, Computer hackers, misuse of computer and data bundle, mutilation, theft, collection security breaches and none return of library materials at appropriate time, the need to manage information, computers, data and human resources cannot be compromised and it is everybody's responsibility because of benefits on lives and properties.

Keywords: *Security, Computer, Users and Library*

Corresponding Author: Bukola Agboola

Background to the Study

Security can have a variety of connotations in the library world. Internet security and security of library materials are both important aspects of library service, but more important is the safety of library collection, patrons and staff. Information system managers continually improve the methods of managing library resources both traditional and virtual methods of library system. In the age of technology, when the Internet is the primary source of fast getting information resources, communication and data exchange, a profound concern of all librarians is protecting his users from vulnerabilities. Computer hackers use public information to draw a complete picture of scholar or virtual library users to identify a point of exploitation and their attacks can come in any form, such as an e-mail or a web link to attractive documents like ejournal, ebook and other e-publications indicating you should pay before you can be allow access to it. Security is no longer a job reserve for selected few, failure of security has grave consequences especially threat to library collections and properties, and therefore, it calls for collective efforts for sustenance.

Olajide (2017) expressing security as concern of library argued that libraries are 'systems' and security is a vital part of maintaining balance in the system. It aids adoptable strategies of librarians and other library staff to prevent or ameliorate the negative consequences of a realized threat in the libraries. Therefore, library security management is a professional effort to deal practically with knotty problems of library safety and security. Typical of library security outfit is to protect users and their properties as well as library collections, computers and other systems. According to Cruz (2013) security is logical to every establishment and therefore highly important for staff to know how to handle safety-related situations in a consistent way.

Agboola, and Aduku, (2017) stated that in Federal University Gashua Library, the management is aware of the need to have a functional security unit. To have a robust suggestion, contributions and unified commitment by the library staff on the matter of safety and security, the library management decided to have a departmental meeting with the aim of identifying and fortifying the vulnerable areas of the library. After brainstorming numerous suggestions were made in the following areas, appropriate library policy to guide all issues of security, planning and implementation of management decisions as it affects users and their personal effects, security of the library during and after service hours, management of systems, security of collection and the immediate external environment of the library. First and foremost, the library embarked on personal checking of clients, books and other writing materials starting at library entrance where a security personnel is stationed and tasked to thoroughly search library users before going into the library and presently due to the insurgency of the northeast, users are not expected to come to the library with bags and other covered properties which during library orientation users must have been enlighten about for proper security measure .Apart from the security personnel at the entrance, four steps into the library there is always library staff seated and positioned to observe and check users who go in and out of the library with materials. The staff positioned at the entrance and exit are in addition apprehend violators of the library policy on security and safety of lives and properties.

The enforced security also covers the e-Library division of the library which is patronized for its ICT Network and facilitation to access electronic resources. However, clients must register to access the university hotspot (wireless) at ICT Centre. Their eligibility is ascertained by the ICT centre that provides users with distinctive user names and password to enable them log in. The significance of registration with the hotspot is to connect users with e-resources within the school premises. Users are allowed to come into this division with their laptops, tablets and mobile phones with the aim of accessing and utilizing the e-resources. Staff of the ICT Centre collaborates with the library to monitor users, manage and protect information resources on the cyber space. As a policy, users are also allowed to watch video files of educational attributes especially from the library databases in low volume, preferably using their earpiece so that they do not distract others from concentrating.

Preservation and Management of Library Materials
Proper care of library collections and devices are necessary with a view to prolong their lives. This requires preserving and protecting print and non-print materials against damage, misuse, decay and deterioration. As preventive measures, dusting and cleaning of shelves, books, computers, printers and scanners must be carried out on regular basis. Computer anti-virus should be regularly updated to current version to prevent system from infection by malicious attack. Effective information security must involve active staff and active measures to minimize risk of damage, theft, subversion or sabotaging of computers and its peripheral devices. Books must be exposed to adequate air and sunlight for a short time in case the library room does not get sufficient sunlight. Avoid keeping books is in damp places. Pest control treatment may be got done on periodic basis, besides, book supporters may be used to keep books upright on the shelves (Akussah, (2010).

Library Security Threats
Ugah (2007) identified security threats to comprise theft and mutilation, vandalism, damages and disasters, over borrowing or delinquent borrowers and purposeful displacing arrangement of materials. According to Mansfield (2009)the dilemma of social inclusion and stock security in libraries are not easy because the causes of crime are diverse. In FUGA, users are not allowed to deliver or talk with colleagues through the library windows. This security measure is a pointer to the facts enumerated by Newby (2002) who said that library security issue is not simply computer security, it relates to securing against unwanted access and use, and includes issues such as information management, information privacy and data integrity. As security measure also against theft, all the e-library computer systems are labeled Tertiary Education Trust Fund Special Project 2014 and those donated to the library by Sir Emeka Foundation are configured to bear Fuga Library as company name. Holt (2007) itemized library security threats to comprise the problem of physical materials theft, e-resources misuse and data theft. Other problems include theft of library equipments well as theft and abuse of personal belongings of staff and users.

Management of Library Collections
Information security system is the requirement to protect the confidentiality, integrity and availability of books, periodicals, reference material and data. There are numerous security

standards that have evolved over the past several years. It is important to thoroughly understand your library security policies in registering for your online database and provide a very standards username/password that will form your security frame work. Standards can be based on security, controlling users from accessing your personal library account through avoiding keep me sign in, save password and remember password on users and staff computers. Librarians are advice to provide a high security to their library online account to resist the attacks like password stolen attacks, hacking into library online account and replay attacks. A very secured password should include upper case, lower case, numbers and symbol, for instance, Borno@7321, Utility?1248, Papa&5053 and etc.

Newby (2001) reported that for libraries offering internet access, an important risk is that this internet access could be used for illicit purposes. Perhaps disgruntled users may want to hack into friend account due to weak password or a computer expert uses his hacking skills to break into the library computer network. In these cases, the library may be called on to try to catch the perpetrator. The goal for the librarian should be to make it difficult for the library computers to be utilized for criminal activities.

In future the library intends to adopt the use of surveillance camera to aid in security of collection. Constant shelve readings has been able to revealed material that were hidden for selfish reasons by users which deny potential users access.

Specific measures and management activities that have been of great help include:
   i. Having comprehensive inventory of library collection and on a regular basis (Atkins and Weible, 2003).
   ii. A well-arranged and maintained storage area which has enable quick and eases inspection. As materials arrive in the repository, identify and segregate valuable and/or marketable materials (monetary or intrinsic value).
   iii. Valuable and/or marketable items are stored separately, so that they are easily checked by a staff member following a prescribed procedure which insures that the collection is inspected for completeness before and after use.
   iv. Use of call slips, sign-out sheets, computer systems, etc. to record and track the use of the collection during research, loan, exhibition, conservation, microfilming, etc. are compulsory.
   v. Ensure that users are not allowed to access to unprocessed collections.

Statement of Problem
Natural disasters such as flood, humidity, earthquakes, volcanic eruptions, windstorms among others have constituted security threats of library resources. Man-made threats such as fire outbreaks, theft, mutilation, hacking of library databases and insurgency among others have hampered the storage and preservation of library materials; not forgetting the roles played by insects, rodents etc play in destroying our records in the library.

Libraries are concerned with security of the materials they acquired and often donate resources for achieving its aims. Loss of library materials is a recurring problem of libraries all over the world but it seems to be more serious in academic institution in Nigeria. A large

number of populations of the university communities have probably developed the habit of not obeying the security of the library and this hinders the progress of the library in our institutions.

Students do not make use of security networks used by libraries to secure documents. There is lack of security to control behaviours and loss of books. Also lack of funds has not helped matters as a lot of funds are needed for effective security of library materials. If the security of library resources are not guaranteed, the cultural repository of the nation will be eroded, hence, a security threat to the library is the security threat to the nation at large.

Objectives of the Study
The study aimed to achieve the following objectives:
1. To identify in general the types of collections which are more vulnerable to security breaches
2. To find out strategies the library used to reduce and address security breaches in libraries.

Research Questions
1. What are the types of collections which are more vulnerable to security breaches?
2. What are the strategies the library used to reduce and address security breaches in libraries?

Review of Related Literature
Libraries are institutions set up to cater to the educational, cultural, research, recreational and information needs of their users. Library users in today's environment expect access to electronic information resources as well as physical information resources. The level of securing these resources relies on both the analog and digital librarians. Agboola and Aduku (2017) asserted that training of staff on why they should routinely go round the library collection and stationing someone at the security post is inevitable. Providing assistance to patrons has help library staff keep watch of the activities of others in the library and has proven to be a strategy that has help to deal with difficult situations and with ease implement security procedures difficult to enforce.

The Federal University Gashua Library assume a focal point where users of diversified age groups, socio-political, economic backgrounds and cultural interests have to converge to utilize all the available resources that are relevant to their individual needs. As a result of this diverse use of the materials, these libraries stand to be vulnerable to all forms of crime and security risks from not only the users, but the library staff as well. Ugah (2007) considers collection security breaches as formidable obstacles to information access and use. Such acts are serious problems that can result in user dissatisfaction. He identifies major security issues in libraries to include: theft and mutilation; vandalism; damages and disaster; over borrowing or delinquent borrowers; and purposefully displacing arrangement of materials. Udoumoh and Okoro (2007) suggest that libraries create policies to ensure library resources are used effectively. Oder (2004) maintains that security measures such as supervision, patrolling, and

surveillance are lacking in libraries and keys are kept unsecured, if not in plain sight of the users. Oder (2004) agreed that staff observation and security personnel inefficiency is also a big avenue to library crime, especially in academic libraries. Non-return of library materials is a threat to the effective use of resources and to avoid this, libraries create policies to ensure library resources are used effectively. Holt (2007) identified several such incidents, (i) theft of physical materials; (ii) theft or alteration of data; and (iii) theft of money as major security crime in libraries. Other forms of breaches include non-return of items by borrowers, theft of library equipment, personal theft (from staff and users), verbal and physical abuse against staff and users, and vandalism against library buildings, equipment and stock destruction, all of which can directly or indirectly affects the provision of library services.

Ameen and Haider (2007) opined that access to collection is important as this service has supported scholarship in the humanities, sciences and social sciences and remains the key to intellectual freedom. Similarly, university libraries need to create an environment where primary resource materials are respected, handled carefully, and returned intact to the collection so that they might be studied again in the future. Therefore, materials that are not meant to be used by patrons should not be accessible to them. For example, the unprocessed materials should be kept in a secured area; public access to special and rare collections should be monitored and physically protected to prevent vandalism, theft and other security breaches. From the foregoing, one can conclude that strategies for library security would help in tackling security problem of libraries all over the world and therefore needs to be given prime attention. The need to check library theft in the tertiary institutions is to enable the academic libraries achieve the educational objectives expected of them as well as to avoid the few individuals committing this crime from preventing a whole lot of library users from having access to the information resources needed. This study, therefore, assessed the security problems observed in some academic libraries with the aims of setting up strategies to handle, tackle and prevent library collections from theft and bad users of the library with particular reference to Federal University Gashua.

Research Methodology
The researchers gathered data from Federal University Gashu'a (FUGA), the data was gathered through the instrument of a questionnaire. Twenty (20) copies of the questionnaire were randomly distributed for equal representative of students using traditional and virtual section of the library. Data were analyzed through frequency and percentages method. The entire 20 (100%) questionnaire were returned and considered usable.

Data Analysis and Interpretation
Respond Rate
20 questionnaires were distributed to the respondents, 20 questionnaires were filled and returned representing 100% response rate.

Research Question 1: Types of Collections which are More Vulnerable to Security Breaches
The researcher sought to find out the types of security threats in the library, the results are presented in table 1 below

Table 1: Types of Collection Security Breaches

Security breaches in the libraries	Agree (percent)	Disagree (percent)	I don't know (percent)
Book theft	3 (15%)	12 (60%)	5 (25%)
Non return of library materials at the specified period	14(70%)	3 (15%)	3(15%)
Book mutilation	8(40%)	7(35%)	5(25%)
Theft of mouse	2(10%)	11(55%)	7(35%)
Using someone account to browse	14(70%)	5(25%)	1(5%)
Changing of friends password	6(30%)	13(65%)	1(5%)

Table 1 reveals that among the items categorized under the types of collection security breaches in the library, 3(15%) of the respondents agreed that book theft in the library is usually low and 14(70 %) of them indicated that non return of library materials at the specified period is always observed. Only 8 (40%) of the respondents disclosed that book mutilation usually occur to library collection and 2 (10%) of them stated that they agreed with theft of mouse, while 14(70%) of them reported that using someone account to browse is commonly observed. Also 6(30%) of the respondents revealed changing of friend's password in the library by the users is one of the security breaches observed in the library. This finding is similar to Broadhead's (2002) who observed that delinquencies are actions that are illegal or immoral that users carry out during the process of consulting library books and other resources, such actions include unruly behaviours, hiding of books, mouse in the library while others are reading, mutilation of library materials, impersonation, theft, misuse of users account, computer system etc. These illegal and immoral acts of users can be found in different types of libraries.

Research Question 2: Strategies the Library Used to Reduce and Address Security Breaches in Libraries
Having identified the security breaches, the researcher sought to identify the strategies to reduce and address security breaches in table 2 below

Table 2: Measures Used to Reduce and Address Security Breaches in FUGA library

Security measures used to reduce breaches	Agree (percent)	Disagree (percent)	I don't know (percent)
Users are not allow to slot any external memory to library computer	18 (90 %)	2 (10 %)	Nil
Users send downloaded materials to their email	16(80 %)	4(20 %)	Nil
Manual security approach such as: monitoring users at the circulation desk	15(75 %)	3 (15 %)	2(10%)
The use of security guards	19 (95 %)	1 (5 %)	Nil
Checking users ID card before they are allowed access to the library.	20 (100 %)	Nil	Nil
50MB are assigned to each user per day	14(70%)	4(20%)	2(10%)
Users are logout if attempt to hack into others account from the server	13(65%)	1(5%)	6(30%)
Written security policy to be placed on notice boards	18(90%)	2(10%)	Nil

Table 2 above indicates the measures used to reduce and address security breaches. The library surveyed use a combination of measures. The majority 18 (90%) believe that electronic security measure such as disallowing any external memory can help address security breaches. The result revealed that 16(80%) agreed with the measure of sending downloaded materials to their email which can help to reduce virus infection and other threats to computers and resources. The library uses approaches such as monitoring users at the circulation desk 15(75%) using security guards 19(95%) checking identity cards before allowing access20(100%). It is disclosed that 18(90%) of the respondents suggested that a written security policy be placed on the notice boards, while 2(10%) disagreed with the statement. From the findings, it is clear that the respondents indicated a high level of interest in all the recommendations indicated in Table 2. This to a large extent shows the urgent attention needed to effect these changes in the Fuga library in order to improve the patron use of the library. The implication is that if the security threats are not properly handle, they could create a serious threat to library collections, computers, and other print and non-print resources. The application of information and communication technology in libraries would increase collection security. Finding is closely related to Holt (2007) who stresses the need to have an urgent concern about library collection security.

Conclusion

The study acknowledged the fact that library resources are facing security threats, hence the need to device practicable strategies to combat or alleviate the security threats, in doing so, the researcher set the ball rolling by formulating two research questions to guide the study; one of the questions sought to identify security threats while the second question sought to find out the strategies to reduce or combat the security threats in the Federal University Library, Gashu'a, Yobe State. After data were collected and analysed, the researcher found out that book theft, mutilation, Non return of library materials at the specified period, Theft of computer mouse, among others were some of the security threats in the library. Users are not allowed to slot any external memory to library computer, use of security guards among others were seen as some of the strategies to combat or reduce security threats in the library. Recommendations such as the need for staff and user awareness is very important for collection security was suggested. A threat to library resources is a threat to the cultural repository of the nation.

Recommendations

Based on the findings of this study, the following recommendations were made:
1. Orientation of users and staff should be done regularly to appreciate their roles as partners of the library and media to fight against security threats.
2. Surveillance camera should be provided to monitor users
3. Personal library website should be made available
4. Written security policy should be placed on notice boards of Fuga library for users' benefits.
5. Users should be sensitized to know why the library is insisting of thoroughly searching them before entering and when leaving the premises of FUGA library.
6. Staff training on how to prevent the culprits from perpetuating the act within and outside the FUGA library should be done periodically.

7. Funds should be made available and accessible to fortify loop holes especially those that undermined the library safety and security system from functioning effectively and efficiently.

References

Agboola, B. & Aduku, B. S. (2017). *Managing security issues in federal university Gashua library, Yobe State, North East of Nigeria.* Being a paper presented at 1st International Conference on personal security and community policing held between 3rd-5th May, 2017 at Alqalam University Katsina, Katsina State, Nigeria. *40-41*

Ajegbomogun, F.O. (2004). Users' assessment of library security: A Nigerian university case study. *Library Management* 25 (8/9):386-390.

Akussah, H. (2010). The state of document deterioration in the National Archives of Ghana. *African Journal on Librarianship, Archival and Information Science, 16* (1) 1-8.

Akussah, H. and Bentil, W. (2010). Abuse of library materials in academic libraries: A study of the University of Cape Coast main library. *African Journal on Librarianship, Archival and Information Science*, 20 (2) 103-112.

Allen, S. M. (1997). Preventing theft in academic libraries and special collections. *Library & Archival Security, 14* (1), 29-43.

Ameen, K. & Haider, S. J. (2007). Evolving paradigm and challenges of collection management
in university libraries of Pakistan, *Collection Building, 26* (2) 54-58.

Atkins, S. S. & Weible, C. L. (2003). Needles in a haystack: Using interlibrary loan data to identify materials missing from a library's collection. *Library Collections, Acquisitions & Technical Services*, 2 (27) 187-202.

Bell, S. (2012) Library issues: Creating a More Secure Academic Library: Even the Heart of the Campus Needs Protection. Briefing for faculty and administrators, *Temple University. 33* (1). Pp. 1-4

Broadhead, R. M. (2002). *Theft in academic libraries.* New York: New Library World.

Brown, K. E. & Lindblompatkus, B. (2000). *Collections security planning and prevention for libraries and archives.* Available online at https://www.nedcc.org/free-resources/preservation-leaflets/3.-emergency-management/3.11-collections-security-planning-and-prevention-for-libraries-and-archives

Freddie, Y. (2003). *Managing security and productivity challenges within libraries*. 3M Asia Pacific Private Limited. Available: http://eprints.ukm.my/136/1/Managing_Security_ And_Productivity_Within_Library.pdf

Gujar, G.V., Sapkal, S. & Korade M.V. (2013) STEP-2 User authentication for cloud computing. *International Journal of Engineering and Innovative Technology (IJEIT) 2* (10). Pp. 106-109.

Holt, G. E (2007). *Theft by library staff: The bottom line of managing library finances. 20* (2) 85-93.

Janus, K. M. (2001). Securing our history. *Library and Archival Security*, 17 (1): 3-15.

Jonathan H. Harwell (2014) Library Security Gates: Effectiveness and Current Practice, *Journal of Access Services, 11 (*2), 53-65, DOI:10.1080/15367967.2014.884876

Mansfield, D. (2009). Reducing book theft at university libraries. *Journal of Library and Information Research*, 33 (103) 10-15.

Mullen, K. L. & Gaumond, G. (2009). *Safety and security in academic libraries: The administrator's role*. Available:http://teach.valdosta.edu/klmullen/ documents/7800_safety-security_paper.pdf

Newby, G. B. (2001). *Information security for libraries*. School of Information and Library Science, University of North Carolina at Chapel Hill.

Oder, N. (2004). Fallout from Philadelphia attack: More security. *Library Journal 129.* 9.

Olajide, O. (2017). Theft and mutilation challenges and management in academic libraries: A case study of Federal University Oye-Ekiti, Nigeria. *Journal of Applied Information Science and Technology*, 10 (1) 78 – 84.

Saffady, W. (2005). Risk analysis and control: Vital to records protection. *InformationManagementJournal,*39 (5), 62-64.

Tran, S. & Gold, S. (2014) Virtualization Security, Strategy and Management. *Int. J. Communications*, *Network and System Sciences*, **7**, 423-429. http://dx.doi.org/10.4236/ ijcns.2014.710043

Udoumoh, C.N., & Okoro, C. C. (2007). The effect of library policies on overdue materials in university libraries in the South-South Zone, Nigeria. *Library Philosophy and Practice.* Available: http://unllib.unl.edu/LPP/udoumoh-okoro.htm

Ugah, A. D. (2007). Obstacles to information access and use in developing countries. *Library Philosophy and Practice*. Available: http://unllib.unl.edu/LPP/ugah3.htm

Ugah, D. (2007). Evaluating the use of university libraries in Nigeria: A case study of Michael Okpara University of Agriculture. Available: http://www.webpages.uidaho.edu/~mbolin/ugah2.htm.

Wallace, S. W. (2008). The perimeter of security policy as the bridge between library security philosophy and library security practice. A Master's paper for MS in LSDegree.1-44.

Zimerman, M. (2011). Radio frequency identification (RFID): Time to take another look. *OCLC Systems and Services 27*(2), 146-154.