Assessment of Library Security Challenges in the Library of Federal University, Gashua, Nigeria

[1]**Muhammad, I. A.,**
[2]**Rabilu, Y. & **[3]**Aduku, B. S.**

[1,2&3]*University Library, Federal University Gashua Yobe State, Nigeria*

Abstract

This paper examines the security challenges faced by Federal University Gashua library. The challenges include: inadequate of working tools, knowledge, skills, and experience. Others are most library users are first timers, lack of cabinet for keeping personal effects, absences of emergency exist, lack of burglar proof, inadequate library assistants, lack of CCTV cameras, inadequate number of security guards, lack of constant electricity and air condition at the reader's service unit of the library and use of a temporary building as library. The strategies for resolving the above challenges include; Staff and students' identity cards required at the library entrance, written security policies should be placed at various notice boards, users should be thoroughly searched before entering and leaving the library and electronic security system should be introduced in the library.

Keywords:
Library security,
Challenges, Federal
University Gashua

Corresponding Author:
Muhammad, I. A.

Background to the Study

The goal of security system in the library is to provide a safe and secure environment for library staff, library resources and equipment as well as patrons. At the same time the security system must perform these functions as seamlessly as possible without interfering with the library objective of providing services to patrons. University libraries face a number of security challenges with their collection (both print and non-print). Collection security implies the need for libraries to provide, maintain and secure its collection to ensure longevity, accessibility and effective provision of service to users. Without an effective security system in place many libraries risk the problem associated with temporary and permanent loss of material. Maidabino (2010) stated that, the issue of collection security is great concern to university libraries and librarians.

As a consequence of this, there is a vast literature on a range of programme concerning collection security in university libraries. Library security management has to do with taking necessary measures to ensure that the material available for use in the library are kept in good condition and prevented from been stolen. According to Cruz (2013), security is logical to every establishment and highly important for staff to know how to handle safety related situation in consistent way. Thanuskudi (2009) commended what libraries should therefore do to ensure security and safety of their collections. Olagide (2017) expressing security as concern of library argued that libraries are 'system' 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.

Lose of library materials is recurring problem of libraries all over the world but it seems to be more serious in academic institutions in Nigeria. Ogboyemi (2011) stated that offenders of this type of crime are the patrons for whom the materials are collected to serve. There is inadequate security to control behaviours and lose of books. Also lack of fund has not help matters as a lot of fund is needed for effective security of library materials to be achieved. These problems indicate the need to determine the current state of crimes and collection security in academic libraries. Adewuyi and Adekanye (2011) listed the methods adopted by users in stealing information resources, to include hiding items in the cloths, throwing stolen items through the window and door when people are not observing, putting library items in hand bags or brief case and collaborating with library staff to steal library material.

Holt (2007) itemise library security threats to comprise the problem of physical material theft, data theft and money theft. Other problems include theft of library equipment or abuse of personnel belongings of staff and users. According to Mansfield (2009),the dilemma of social inclusion and stock security in libraries are not easy because the causes of crime are diverse. While Ugah (2007)identified security threat to comprise theft and mutilation, vandalism, damages, disasters, over borrowing, delinquent browsers, purposeful displacing and arrangement of materials. These are serious issue that threaten library collection. However, Aziagba and Edeat (2008) identified disasters as natural and man-made, which usually occur as a result of flood, lands slide, and earthquake, storms, cyclone or hurricane. All of these had been experience by universities in different countries, flood and water damages are particularly threatening library collection.

Holt (2007) also highlighted theft of library collection by staff as a real problem that libraries should address and not ignore because of the risk of bad publicity. Holt suggested several methods to deal with staff theft including the installation of high security lock system, tightening of collection transportation and movement procedures, marking collection to indicate ownership, good record keeping and undertaking periodic inventories. He also highlighted the need for libraries to cultivate professional culture and the need for library management to take the lead in developing an honest culture with reporting responsibility. Patcus (2007), proposed a security plan that comprises these component; a written policy, the appointment of security manager, a security survey conducted to assess current and projected needs, identify preventive measures, ensuring a secure premises for both during and after working hours, installation of a security system, ensuring collection security through regular inventory, proper storage areas, marking collections to establish ownership and instituting a tracking system of lost and over borrowed items, and managing, educating and training users and staff.

Nkiko and Yusif (2008) observed that information is an essential part of a national resource and access to it is a basic human right. Information is not only a national resource but also a medium for social communication. With declining budget and higher subscription cost, it is becoming difficult to meet the demand of library users. Da Veiga and Eloff (2007) also contributed that "Information security governance is the manner in which information security is deployed". A number of studies indicated that disruptive behaviour constitutes security issues in libraries (Lorenzo, 1996;Momodu, 2002;Ajegbomogun, 2004). They further stated disruptive or criminal behaviour can cause security problems in the library, difficult patrons include those who are intoxicated or using drugs, mentally disturbed, and some juvenile users. Therefore, the present study is to identify the security challenges facing Federal University, Gashua library and to suggest possible solution that could enhance and sustain library security services.

Methodology
A total of forty (40) respondents comprising of staff and students were selected purposeful random sampling for the study because of their consistency with the use of the library. Structured questionnaire that consisted of ten (10) items as instrument was given to them. Administration of the instrument was conducted within a period of two (2) weeks to ensure that those respondents were reached and the instrument duly completed. Data collected from the questionnaire were analysed using descriptive strategies as described in frequency count and corresponding percentages.

Results
Gender
Result in Table 1 below shows that males respondents were more 26(65%) in number compared to the females which are few 14(35%) in number.

Table 1: Classification of respondent by their gender

Gender	Frequency	Percentages %
Male	25	65
Female	15	35
Total	40	100

Source: Field Survey (2017)

The marginalization of women in education according to UNESCO(1979) are principally due to the view that the girls major calling is that of a house wife, fear of excessive emancipation of the woman if she received equal education with the men, early marriage; the society ties a woman's level of dignity and acceptability to her marital status (Asoke,1991).

Security challenges

The response in Table 2 reveals that majority of the respondents disclose lack of working tolls for the library security (85%), lack of luggage cabinets (95%), inadequate number of library assistant (65%), lack of burglar proof (75%), lack of CCTV camera (45%), lack of school logo on the computers (52.5%), inexperience security personnel (47%), lack of emergency exit (62.5%) and lack of fire alarm (77.5%)in the library are the major security challenges facing the University library.

Table 2: Security Challenges facing Federal University Gashua Library
                                                                    (n=40)

Security challenges	Agree	Disagree	No idea
Lack of working tools to securities	34(85)	6(15)	Nil
Lack of luggage cabinet	38(95)	2(5)	Nil
Inadequate no. of library assistant	26(65)	10(25)	4(10)
Lack of burglar proof	30(75)	8(20)	2(5)
Lack of CCTV Camera	18(45)	11(27.5)	11(27.5)
Lack of school logo on computers	21(52.5)	13(32.5)	6(15)
In experience security personnel	19(47)	10(25)	11(27.5)
Lack of emergency exit	25(62.5)	9(22.5)	6(15)
Lack of fire alarm	31(77.5)	7(17.5)	2(5)

Source: Field Survey (2017)   Values in brackets are in percentages

Strategies

From Table 3 below results disclosed that 75.5% of the respondents suggested that, working tools should be provided to the security attached to the library, while 90% supported the provision of luggage cabinets and 67.5% agree to the employment and training of more library assistant. About 95% of the respondents supported library orientation to new students and 60% agrees for the provision of CCTV Cameras while provision of emergency exit recorded 72.5%.

Table 3: Strategies to the security Challenges in Federal University Gashua, Library

S/N	Strategy	Agree	Disagree	No idea
1	Provision of working tools to the securities in the library	31 (77.5)	8 (20)	1 (2.5)
2	Provision of luggage cabinet	36 (90)	4 (10)	Nil
3	Employ & train more library assistant	27 (67.5)	9 (22.5)	4 (10)
4	Library orientation to the new students	38 (95)	2 (5)	Nil
5	Installation of CCTV Cameras	24 (60)	13 (32.5)	3 (7.5)
6	Provision of emergency exit	29 (72.5)	9 (22.5)	2 (5)

Source: Field Survey (2017)   Values in brackets are in percentages

Discussion

The results of the study as indicated in Table 1 as challenges (lack of working tools, lack of luggage cabinets, inadequate number of library assistants, lack of burglar proof, lack of CCTV camera, lack of school logo on computers, inexperience security personnel, lack of emergency exit and lack of fire arms)are very critical to the services delivered by the University library. Cruz (2013) logically reported similar challenges as highly important to note by library staff in handling safety related situations in the library. For instance, lack working tools such as scanning machines, detective devices and security alarm which detects objects like knives, razors and shot guns as prohibited objects in the library and likely to be introduced into the library by unruly users can be frustrating.

Earlier Halma (2015)reported that inadequate knowledge or skills on working tools, their application and benefits with poor perception of certain risks and downsides associated with library tools are critical and very challenging. Most security guards do not have the requisite knowledge and basic core competencies, particularly as it pertains to security approach. And workers' quality of work depends on its ability to create, distribute, communicate and share their knowledge as observed by Mladkova (2011).Also lack of constant training and using modern security tools and gadgets makes the security worker to be more incompetent. Ardichvili and Wentling (2005) rightly opined that allowing workers to talk and share experiences, skills and understanding help them develop knowledge in work place easily. More so, loss of library materials is especially a recurring problem of libraries all over the world and it seems worst in academic institutions in Nigeria now. Ogboyemi (2011) stated that offenders of this type of crime are the patrons for whom the materials are collected to serve.

First timers, have no orientation on the use of library, hence, acceptable library behavioural attitudes and manners are completely lacking in them. Luggage cabinets are pigeon hole like furniture kept outside the library where users keep their personal effects. This could pose a serious threat to library users, since their belongings are outside in an open space, some

might keep dangerous items inside their bags, which could cause harm to other users and staff. Emergency exits in the library are important in case of sudden emergencies such as fire outbreak, flood, civil unrest and other disasters. In order to minimise the occurrence of crime in the library, exit controls are necessary. Some libraries use turnstiles and guards to slow down movements of users and check patrons going out at the exit (Ogbonyomi, 2011).

As Cruz (2013) pointed out that security is logical to every establishment, if not considered, library staff may also use their position to lift library materials or collaborate with other users to steal library materials. The major elements of any electronic security include burglar protection, collection security, electronic access control and video surveillance (Kurose and Ross, 2010; Cherdantseva and Hilton, 2013). These are observed to be completely lacking in this report therefore makes it very easy for users to throw out library materials more especially books and serials without being seeing by library staff and security guards.

The library assistants on the other hand are not adequate considering the nature of work especially during rushing hours to attend to users. CCTV cameras helps the library staff to detect offences like theft, mutilation, hiding of materials or miss shelving of books and surveillance in order to monitor collection, building, staff and users alike. The perimeter of library building must be protected in various ways, ranging from the use of doors and windows, lock to more expensive strategies like posting of security guards and or installation of an automated security system and use of cameras like the close circuit television CCTV at strategic position to track all activities of clients as they deposit and retrieved personal effects under the custody of the library (Agbola,2017). School logo on computers is for identification and protection from theft (Makori, 2011). As computers with internet connectivity are veritable tools in higher learning worldwide. Fire alarm in the library is needed for emergency cases to enable quick responses. However, Lack of constant light and air conditioners rendered service division of the library to nothingness.

Conclusion
In conclusion this paper highlighted some challenges facing Federal University Gashua Library. And way out for the strategic ways for resolving these security challenges, and recommendation which if implemented security challenged would be resolved.

Recommendations
Based on the results of this study it is therefore recommended that:
1. Staff and students' identity cards are required at the entrance to general and specific collection area.
2. Rules and procedures to access restricted area during and after opening hours should be clearly documented and understood by all staff.
3. Writing security policies should be place on notice boards.
4. Proper shelving and shelve reading should be encouraged.
5. Employ more library assistants and be trained on how to prevent culprits from perpetuating the acts within and outside the library.
6. Users should be thoroughly search before entering and leaving the library.

7. Photocopying service should be provided at affordable price.
8. Electronic security system should be introduced in the library.
9. Fire alarms be placed in strategic areas in the library and the equipment be maintained.
10. Collection security should be given consideration when planning the layout of shelves sitting and the reading area, placement of fire prevention equipment.
11. Provision of emergency exit in the library.

References

Achivili, P. & Wentling, N. (2005). *Motivation and barriers to participant in virtual knowledge sharing communities of practice journal of knowledge managemen*t, 64-77.

Adewuyi, O.W. & Adekanye, E. A. (2011). Strategy for prevention of crime in Nigerian university libraries: The experience of the University of Lagos. *Library and Archival Security 24 (1)*. Available at: http://www.tandf.co.uk/journals/tiokoye.htmtles/01960075.asp.

Agoola, B. & Aduku, B. (2017). Managing security issues in Federal University Gashua Library Yobe: Nigeria.

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

Aziagba, P.C. & Edet, G. T. (2008). Disaster control planning for academic libraries in West Africa. *The Journal of Academic Librarianship*, 34, (3) 265-268.

Busha. C. H. (1980). Research method in Librarianship, USA: Academic Press international limited.

Broitz, J. & Efrim, I. S. (2011). Views of core concepts of information integrity, *International Journal of accounting information system*, Elsevier: London

Dlakwa, H. D. (2003). Methodology and Data collection, in Ayodele A.F and Mary G.F Research process in Education and Social, (pp 47-68), Lagos: Golding O publishers. company.

Cherdantseva, Y. & Hilton, R. (2013). A reference model of information assurance and of information security Workshop in conjunction with 8th international conference on availability, reliability and security (ARES) university of Regensburg, Germany,

Ferdinand, O. A. Patrick, I.O. & Nneka, O. T. (2015). Research Security raditional and electronic measures, *International Journal of Academic Research and Reflection 3.* (3)

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

Holmer, D. & Panzhorn, Y. (2015). Utilization of social media tools to enhance knowledge sharing among knowledge workers A case study of Nelson Mandela African Institute of science and technology Arusher Tanzania

James, F., Kurose, K. & Ross, W. (2010). *Computer networkin*g; A top down approach. Abuja: Nigeria

Makori, E. O. (2011). Bridging the information gap with the patrons in university libraries in Africa, *The case for investment in web.2.0 system library review, 61* (1)

Maidabino, A. A. (2010), *Collection security issues in Malaysian academic libraries: An Exploratory Survey. Library Philosophy and Practices*, Available at http://unllib.unl.edu/LPP/lpp2010.htm

Mladkova, L. *(2011). Knowledge management workers the electronic journal of knowledge management*, *9* (3).

Momodu, M. A. (2002), Delinquent readership in selected urban libraries in Nigeria. *Library Review.* 51, (9) 469-473.

Obonyomi, A. L (2011). *Security and crime prevention in Academic libraries: A case study of the Kano state college of education, Kano, Nigeria.* Library philosophy and practice.

Olajide, O. (2017). Theft and mutilation challenges and management in Academic Libraries: A case study of Federal University OyeEkiti, Nigeria. *Journal of Applied Information Science and Technology, 10 (1).*

Patkus, B. L. (2007). *Collection security: Planning and prevention for libraries and archives.*

Thanuskodi, S. (2009). The environment of higher education libraries in India. *library philosophy and Practice.* Available: http://unllib.unl.edu/LPP /thanuskodi-highered.htm (Acessed 23-04-2012).

Ugah D. (2007). *Evaluating the use of university libraries in Nigeria: a case study of Michael okpara university of Agricult*ure. Available http:/www.webpages.uidaho.edu/ mbolin/ugah2.htm.

Veiga, A., & Eloff, J.H.P. (2007). An information security governance framework. *Information Systems Management 24* 361-372.