REPOSITIONING OF KNOWLEDGE RESOURCE CENTRES FOR EFFECTIVE DIGITAL SERVICES

Hussaini Suleiman, Ph.D, CLN

hsuleimanabu@gmail.com//08029153724
Kashim Ibrahim Library, Ahmadu Bello University, Zaria. Kaduna State.

Suleiman Sambo Ph.D,

sulebasawa@gmail.com//07068855008
Kashim Ibrahim Library, Ahmadu Bello University, Zaria. Kaduna State.

Mohammed Shehu Kokami, CLN

kokami2007@yahoo.com/ 08068046299
Kashim Ibrahim Library, Ahmadu Bello University, Zaria. Kaduna State.

A Paper Presented at National Conference on Democracy, Governance and National Development

Organized by

Center for Unity, Conflict Resolution & Development and College of Management and Social Sciences Salem University, Lokoja Held on 26th – 27th April, 2021 at CMS Salem University, Lokoja Kogi State Nigeria.

Abstract:

Information Communication Technology has changed the way Knowledge Resource Centers operate today. This has led most of the KRC to move from the old way of providing services to users to the modern method due to Information Communication Technology which gave birth to digital services. The aim of this article was to reposition the Information Resource Center for the effective dissemination of information through digital services. The need to reconfigure the KRC for an effective digital library was also explored. It highlights the concept of a digital library by studying the basic requirements and equipment needed to restore KRC for effective digital services. The article examines some of the opportunities and issues associated with creating a KRC digital library, such as: Better accessibility, faster information retrieval, copyright / license, and power outages, to name a few. It concludes that KRC, which relies heavily on print resources, should rethink and incorporate digital services to effectively serve its remote users and also figure out how to maintain digital services so that library services are effective. Some recommendations were made which included that KRC should try to persuade and obtain a copyright license from publishers / authors. This would help them provide a better service to their users. KRC should continue to improve users' digital services by ensuring that users can access resources anytime, anywhere, and any day, It will help them change their way of thinking to take advantage of the latest digital technologies / services.

Keywords: Digital Services, Information Communication Technology, Knowledge Resource Centre, Repositioning.

Introduction

"Nothing can be more damaging to a growing institute than to neglect its library or give it a low priority" - Kothari Education Commission (1964) in (Madan and jyoti 2016)

Information Communication Technology has brought about drastic changes in all areas of the modern library (Ankuya, 2017). The introduction of new Information technologies, faster communication technologies and mass storage technologies have transformed Knowledge Resource Centre due to the rapid growth of ICT which has had a positive impact on their services and resources. Today, KRC is developing in terms of knowledge access, retrieval, storage and dissemination. This prompted them to turn to the digital model, and take advantage of the latest technology trends to make their services popular and easy to use. KRC is not limited to four walls (Nushrat, 2016 in Suleiman, 2018). As a result, ICT has impacted KRC by changing the form, method of production and delivery of informational products, which led to the emergence of digital libraries (Babita, 2017).

KRC in most Nigerian universities are always stocked with physical books. This method, which is considered outdated, undoubtedly is slowing down learning and provision of knowledge (Bolaji, 2011). In the meantime, it is imperative for KRC to redesign and reposition its services to keep pace with ICT developments and to allow the library to move from regular types of libraries to global information services and from an organizational library to a modern virtual library (Bolaji, 2011). For this reason, the traditional local access library is moving towards automated libraries and automated libraries towards electronics and electronics towards digital libraries (Ankuya, 2017).

For the purpose of this study, KRC and the library will be used interchangeably for better understanding. Knowledge Resource Center or Knowledge House is also known as a library, where information of all kinds is available to any user at any time, which is made possible through information and communication technology (ICT) services, where information is collected, stored, organized, consulted, and consumed (Sumit and Sudhir, 2016). REPOSITIONING simply means designing the library to meet global standards to ensure the efficient delivery of digital services. Library services according to Suleiman (2017), are facilities in KRC that allow librarians or information providers to fulfill their mission by providing clients with available information at the right time and place so that they can respond effectively to user information needs.

NEED FOR REPOSTIONING THE KNOWLEDGE RESOURCE CENTRES FOR EFFECTIVE DIGITAL SERVICES

We live in an information society in which information is a valuable resource. Information is increasing due to an explosion of available information resulting in changes to our existing Knowledge Resource Center. Human knowledge increases as it increases every day. The numbers of researchers, teachers and students have increased dramatically with a wide range of user groups. And KRC must learn to successfully use different databases and interfaces in order to handle these amounts of information growth and knowledge expansion. (Bolaji, 2011 & Roy, 2011). This great emphasis on the production and distribution of information led to the

development of methods and means for the efficient use and management of resources in our libraries. Therefore, KRC has to be repositioned digitally so that users could easily access resources around the world (Amjad, 2004).

CONCEPT OF DIGITAL LIBRARY

The idea of the traditional library has changed speedily and moved to the digital library. Some libraries have fully digitalized their resources and services, while others plan to fully integrate digital services to meet the information needs of their academic community both locally and globally. For libraries to provide improved services that serve users well, they must be digitally integrated so that resources and services can be used effectively at anytime and anywhere.

In addition, libraries change their services regularly as information technology is modernized. In the past, more libraries have changed their services to a very high standard. If we remember that librarians had a hard time dealing with clients, but now the librarian is happy with their services to users because of ICT. Libraries provide the best possible information through a combination of user conversations and an in-depth knowledge of information sources. In today's environment, if patrons cannot visit a library to obtain information, libraries on their doorstep assist them via the Internet or other social media devices. (Dinesh, and Deepal, 2016).

Though, so many scholars have defined digital libraries but the most capturing one by the researcher and which has been adopted by him are: “The Digital library defined by Clifford Lynch is a system that provides a community of users with continuous access to a large library that has an organized repository of information and knowledge. The digital library is not just one unit, but there are several sources that are effortlessly integrated. Li and Furht (2014 in Atte (2014) reported that digital libraries are libraries that expand and expand through digital technology and distribute a complete and coherent set of reliable and continuous information services for users to select, organize, access, distribute and continue to be economically inclusive. According to Encyclopedia Britannica, 2007 in Muhammad and Shaibu, (2017), the digital library is used to refer to large collections of information that people can access remotely. However, digital libraries are changing the way organizations can store, organize, and present information.

Today, libraries have understood the importance of rearranging the library as it is essential at this time and information explosion is becoming the order of the day. The primary responsibility of the digital library system is to manage electronic assets in a manner that provides maximum security while ensuring flexible and appropriate access for all members of our collections (Aswal R.S., 2006). With the change of the location of the libraries to digital libraries through the development of the electronic conversion of all print library resources to improve accessibility and efficient use, the library services has improved drastically for those libraries that have adopted this method.

DIGITAL LIBRARIES: FEATURES/REASONS

Cleveland (1998) identified some features of digital libraries with an emphasis on the integration of new technologies, new processes, and new media. These features are the result of various discussions about digital libraries. The features/reasons includes:

- Digital libraries are not restricted, but comprehensive in terms of digital resources. Digital resources in different libraries with the same digital content that exists outside the physical and administrative boundaries of any digital library can be traced easily. For digital libraries to be practical, it requires the integration of the skills of librarians and computer scientists.
- Digital libraries inherit the traditional library system. However, digital libraries integrate digital operations into the existing system, which is an inherently static system.
- Digital libraries provide a consistent structure for information, regardless of its form or format.
- Digital libraries complement traditional libraries and include digital and print collections.
- Digital libraries, like traditional libraries, meet the needs of different societies. However, these communities may or may not be near them. They can be spread over a large area, national or international, and connected to each other via the Internet.
- Digital libraries take over the traditional library system. Yet, digital libraries incorporate digital processes into the obtainable system, which is stagnant in nature (Sheila, 2016).

EQUIPMENTS and BASIC **REQUIREMENTS** for digitizing materials

Certain requirements and basic equipment are provided for effective digital services;

1. Digital image capture
2. Storage devices
3. Digital Text capture
4. Image derivations (eg PDF Portable Document File, GIF Graphic Interchange Format, JPEG Joint Photographic Format)
5. Skilled Staff
6. Sufficient Resources
7. Printer and Monitor (Print and Display Devices)
8. Computer Hardware and Software: D Space Software is an open source software for creating and modifying digital repositories. Helps professionally manage target materials and products to ensure global coverage and accessibility.
9. Maintenance and Development (Aswal, 2006)
10. Vital / Audio Devices: Provides all kinds of words conveyed by IT, as well as images, slides, maps, posters, audio, movies, etc.
11. Funding

However, when the above are provided, users would explore them to the fullest.

DIGITAL LIBRARY SERVICES

Kulshrestha and Singh (2012) in Ankuya, (2017) posit that the digital library will provide a wide range of services to support library members. The services that KRC must adopt to change its service digitally by providing efficient services includes:

- Electronic document delivery,
- Databases on CD-ROM,
- Current Awareness services,
- Selective Dissemination of information,
- Audiovisual communication,
- Subscription to e-books and e- journal,
- Electronic publishing,
- Access to the electronic catalog on campus,
- E-mail,
- Bulletin Board Services,
- Internet access,
- Remote information services

OPPORTUNITIES ASSOCIATED WITH DIGITAL KRC

The opportunities have been highlighted below, which include;

1. Better Access / Instant Accessibility: The digital library provides better immediate access to resources in a very short period of time. Remote access to this material is essential because users can access it from anywhere in the globe. This would help to better manage the areas previously occupied by printed resources in the KRC.
2. 24/7 Access - Digital documents are available 24 hours a day, 7 days a week. Resources can be used anytime and anywhere, as long as the server is functioning for services that require the use of server.
3. Digital Library improves resource sharing.
4. It improves and increases the effectiveness and efficiency of KRC operations and services.
5. Security - scanned documents are protected from loss, damage, corrosion or theft. Resources are safe and secured as they are not on paper but are stored in the cloud. (Archana, 2016)
6. Fast information retrieval: With the digital library, users can quickly access information anytime and anywhere due to the digital nature of the resources.

ISSUES ASSOCIATED WITH DIGIAL LIBRARY

The issues associated with digital library has been explored which are stated below;

1. Copyright and License: Copyright is an important issue, particularly in the development of digital libraries. Copyright is a set of legal rights for a limited period that are granted to

business authors and are protected by law for financial gain. The copyright laws created to protect the author from piracy of their work. Libraries are granted certain copy rights (Fstscrift, 2004). These rights affects full access to and use of the digital library.

2. On the other hand, Licensing is a challenge for the library, as some publishers may not want to give libraries full license to digitize their resources so that users can download them for free; Because of benefits, i.e (for commercial purposes).

3. Environment: The digital library cannot reproduce the traditional library environment. Many people find it easier to read printed materials than to read documents on a computer screen (Ankuya, 2017).

4. Bandwidth: The digital library needs a lot of bandwidth to transfer multimedia information resources or large files, but the bandwidth is decreasing day by day due to excessive usage. Poor communication also impeded the proper use of these resources.

5. Digital Right Management is one of the biggest challenges facing the Migrant Resource Center is digital rights management (DRM) resources, especially e-books. Publishers use Digital Rights Management (DRM) to protect electronic books from unauthorized use. Digital rights management is hardware or software (or both) that enhance control over intellectual property, such as: b. Restrictions by user, time, cost and / or scope of content (Snowhill (2001) in Archana, 2016). According to Stamison (2011), "Digital Rights Management is an access control technology that copyright holders exploit to restrict the use of digital content." Digital Rights Management (DRM) is aimed at ensuring that an e-book is not imitated, used by others, or disseminated to others without appropriate authorization.

6. Power failure-Blackouts or Power cuts does not only affect the digital library, but also every aspect of the economy. Poor electricity is an obstacle for users who want to use the digital library because they are worried about losing their data or resources.

7. Inadequate staff training: Lack of qualified staff or expert in ICT and retrieval skills to monitor digital library services is a major resource threat. These resources sometimes require the services of specialized personnel to be monitored and maintained for fear of underutilization. If trained and qualified personnel are not employed, the goal of creating a digital library will not be met.

8. Lack of modern equipment - Modern equipment that meets world standards is generally not purchased due to corruption. No first-class equipment is obtained because those in charge or at the helm of affairs want to go home with a token in their pockets.

9. Funding: Due to funding, most digital libraries may run out of updated resources in the coming years, as some of these resources generally are subscribed for users to access. The library may not be able to provide them, especially if this subscription expires.

CONCLUSION

It is clear that in the information age, the dissemination of information in various forms has led to the formation of a digital library. However, Knowledge Resource Centers that rely heavily on

print resources should rethink and utilize digital services to effectively serve their remote users. KRC's role in providing information on a large scale should shifts from ownership to accessing information outside its four walls. The availability of pervasive and varied resources on the Internet will force most KRC centers to relocate and rethink their role in the digital age. The Knowledge Resource Center should also consider how to maintain digital services in order for library services to be effective.

RECOMMENDATIONS

The following recommendations were made;

1. Knowledge Resource Center should try to persuade and obtain copyright permission / license from the publishers / authors. This would help them provide a better service to their users.
2. KRC should continue to improve users' digital services by ensuring that users can access resources anytime, anywhere, and at any time. This would help them change their way of thinking to take advantage of the latest digital technologies / services.
3. KRC should increase the bandwidth speed as well as provide a dedicated optical fiber and internet backup plan.
4. KRC should provide a backup solar power system and generator in the event of a power outage that would disrupts and hinder digital services.
5. Expert should furnish staff with the latest information and communication technology to manage the digital library.
6. State-of-the-art information and communication technology equipment that complies with global standards must be purchased to provide effective and efficient digital services.
7. Funding must be available at all times so that the latest equipment and resources can be obtained to improve digital services.

REFERENCES

Amjad, A. (2004). *Information Technologies and Library*. Newdelhi; Ess Ess Publication.

Ankuya, B.J. (2017). Digital Library. Technology in Knowledge Management. Billingual papers of the UGC sponsored National Seminar on Emerging Trend and Techniques in Library and Information Services in Academic Libraries (ETTLISAL) held at Jaipur, 24- 25th January. PP.75-78.

Archana, P. (2016). E-Books A future Library for Digital Environment. Proc. of 5Th LIPS Conf. on Ownership to Access: Leveraging the Digital Paradigm, Ambedkar University Delhi in Association with Society for Library professionals and Special Library Association, Asian Chapter Lothian Road, Kashmere Gate, Delhi India.132-136

Aswal, R.S. (2006). *Library Automation for 21st Century*. New Delhi: Ess Ess Publication.

Atte, S. L. (2014) Exploratory Research of Information Services Delivery in Nigerian University Libraries in the Digital Era. . *Journal of Ahmadu Bello University Library Complex*. 19(1 & 2) 70 – 76

Babita, C. (2017), Digital Library: A new Era. Technology in Knowledge Management. Billingual papers of the UGC sponsored National Seminar on Emerging Trend and Techniques in Library and Information Services in Academic Libraries (ETTLISAL) held at Jaipur, 24- 25th January, 2017. PP.75-78.

Bolaji, Y. (2011). Working, Marketing & Challenges of Electronic Library Services. A workshop on Information Technology in the 21st Century Library, Babcock University, IIisha Remo, Ogun State.

Dinesh, K., and Debal, C.K. (2016) Transformation through ICT in Libraries: A Practical Approach. Proc. of 5Th LIPS Conf. on Ownership to Access: Leveraging the Digital Paradigm, Ambedkar University Delhi in Association with Society for Library professionals and Special Library Association, Asian Chapter Lothian Road, Kashmere Gate, Delhi India, 76-79

Festschrift, M.P. (2004). *Organisation, Processing and Use of the Information in the Digital Era.* NewDelhi; Ess Ess Publication.

Hope, C., AMAKA, F.N. and JOY, O.A. (2016). Electronic Information Resources and Services In Festus Aghagbo Nwako Digital Library (Fandl), Nnamdi Azikiwe University, Awka, Nigeria: A Case Study. Proc. of 5Th LIPS Conf. on Ownership to Access: Leveraging the Digital Paradigm, Ambedkar University Delhi in Association with Society for Library professionals and Special Library Association, Asian Chapter Lothian Road, Kashmere Gate, Delhi India. 12-14.

Madan, L.J., and Jyoti S. (2016) Cloud Computing: Definition, Types and Roles in Libraries and Information Centres. Proc. of 5Th LIPS Conf. on Ownership to Access: Leveraging the Digital Paradigm, Ambedkar University Delhi in Association with Society for Library professionals and Special Library Association, Asian Chapter Lothian Road, Kashmere Gate, Delhi India. 303-205

Mohammed A.A and Shuaibu H, (2017) Imperative and Digital Services on Academic Libraries' Effectiveness in Nigeria: An Overview. Journal of Ahmadu Bello University Library Complex. 19,(1 & 2)1-11

Rajesh, S. and Vikas, S. (2016) E-books: Issues and Challenges. Proc. of 5Th LIPS Conf. on Ownership to Access: Leveraging the Digital Paradigm, Ambedkar University Delhi in Association with Society for Library professionals and Special Library Association, Asian Chapter Lothian Road, Kashmere Gate, Delhi India.131-135

Sheela, K. (2016) Digital Library, Concept and Usages. Proc. of 5Th LIPS Conf. on Ownership to Access: Leveraging the Digital Paradigm, Ambedkar University Delhi in Association with Society for Library professionals and Special Library Association, Asian Chapter Lothian Road, Kashmere Gate, Delhi India. 92-94

Suleiman, H., Rajeev, V., and Jiomh, O.A., (2017). Automation of Library Services for Enhanced Users' Satistisfaction of Information Resources in Academic Libraries in Nigeria. *Intenational Journal of Advance Research in Science and Engineering* . 6(9), 572-580.

Suleiman, H., Yusuf, S., and Ibrahim, H.M. (2018). Social Networking Tool In Academic Libraries: Opportunities and Challenges. . *Journal of Ahmadu Bello University Library Complex.* 19(1 & 2), 1-11

Sumit, K.H. and Sudhir, T. (2016) E-books Vs Print, Present Future in the Context of Digital India Campaign. Proc. of 5Th LIPS Conf. on Ownership to Access: Leveraging the Digital Paradigm, Ambedkar University Delhi in Association with Society for Library professionals and Special Library Association, Asian Chapter Lothian Road, Kashmere Gate, Delhi India. 25-30