EVALUATIVE STUDY OF BOOK CHARGING SYSTEMS IN SELECTED NIGERIAN UNIVERSITY LIBRARIES

BY

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DECLARATION

An Evaluative Study of Book Charging Systems in Selected Nigerian University Libraries.

DIGITIZED

This Independent Study has been read and approved as meeting the requirements of the Department of Library Science, Ahmadu Bello University, Zaria, for the award of the degree of Master of Library Science.

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ABSTRACT

The researcher made on evaluative study of book charging systems used in the main libraries of thirteen Nigerian University Libraries. The major strengths and weaknesses of each of the systems were pointed out and some modifications made to counter the weaknesses were also noted. The study revealed that the Straightforward Browne System was the most widely used one while the Reverse Browne System was the least used one. The study also revealed the importance of human element (devoted and disciplined staff) in the satisfactory working of each system.

Time study and cost survey of the systems were looked into and the researcher concluded that the Newark System was fastest to operate in terms of registering, etc. while the Straightforward Browne as used at Ibadan was the slowest. It was also discovered that the Slips System is the cheapest to use in terms of initial costs of equipment, etc. while the Newark and Bookamatic Systems are more expensive in terms of initial costs and operating expenses.

DEDICATION

This work is dedicated to my late mother, Ada Ojeaku Eboka and my father Obi Donatus Nweame Eboka, the Diokpa of Umuonaja, Asaba, as expression of my filial gratitude for bringing me into this world and giving me the backbone to struggle through life.

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CHAPTER ONE

I N T R O D U C T I O N

A book charging system is the method employed in a library to record the loan of a book.[1] It involves the record of a loan, by giving particulars of thebock lent and the reader's name and address. This is one of the basic library functions, i.e. loaning of books, which has become an important phonomenon in the library service. Melvil Dewey has illustrated how indispensable book charging is to a library, when he wrote, over a century ago, that "there is nothing in library economy that influences the opinion of the borrowers as to the management as much as the system of issuing and receiving books. This is the one thing that every reader has to do with on almost every visit".[2]

At this point, it is pertinent to have a working definition of a library. A library has invariably been defined as "a place set apart to contain books for reading, study or reference".[3] "A collection of books".[4] But for purposes of this research, the author will define a library as a place where books and non-book materials are collected, preserved, properly organised for easy retrieval and thus readily made available to seekers of information and knowledge.

Although there are four main types of libraries, namely, the Public, the National, the Academic including Colleges and Schools and the Special libraries, all of them are expected to stock books and non-book materials and

perform some basic functions. This is so, because these materials, contain man's recorded knowledge and ideas through the ages and they have remained the accepted vehicles for communication, for information, tools for research and instruction. Fry G. & Associates (1961) contend that

> 'Libraries....should provide the widest range of materials and services on the most economically yet stimulating basis, (as well as) providing the opportunity for everyone to continue his self-education, an essential for his economic betterment and social satisfaction... The oportunity for every individual to grow culturally through understanding the arts, religion, by reading books, looking at films and listening to records. The opportunity for business and industry to have access to essential, up-to-date, accurate information.'[5]

But the main functions of an academic library, especially, a university library, are different from those of National, Public and Special libraries. Therefore, Fry & Associates' quotation above apply to a greater extent to the three other main libraries and to a lesser extent, to an academic library, whose main functions are (i) conservation of all of mankind's recorded knowledge and ideas. (ii) Teaching. (iii) Research. (iv) Publication (v) Extension services (vi) Interpretation of its worth to the community.[6]

As it is important to stock both books and non-book materials in a library which is the conservation function a library is expected to perform, it is equally important to make these materials readily available for use, which is the

dissemination of information function, and this calls for a library to properly organise its materials for easy retrieval. The chief method employed by a library to make its materials available to its clients for use elsewhere outside its premises, is through the book charging system it uses. Berelson, (1949) noted that "of all library activities, the circulation of books (meaning library materials) for home use, represents by far, the major service provided by a library".[7]

It can be inferred that the introduction of circulation system is useful to both the reader andthe library. For the reader, he is allowed to use library materials in the comfort of his home. While for the library, demands for reading space within the library building are greatly reduced.

Having lent the materials, the library finds it obligatory to keep some records, to reduce the loss of its materials and to help its staff provide quick answers to enquiries, about the current whereabouts of any materials not on the shelves, whether it be on loan, sent for binding, on restricted loan or mislaid. The need for record keeping has been stressed by Tauber (1969), when he said that "in order to provide maximum service and to protect property, it has been deemed essential that librarians have some methods of keeping accurate records of these materials when they are withdrawn from their assigned places in the library".[8]

Out of such records of loans have arisen a variety of systems of record keeping in the library known as book loan systems or book charging systems. Many systems have been

devised and modified and many types of new equipment have been introduced to the field with varying but never entirely satisfactory results. Librarians need valid facts and figures in a usuable form, which they could apply, to determine accurately, the type of system most effective for a particular library.

The above discussion shows the dimension added to library operations by book chargingsystems, which are, firstly,an access to accurate records of the issue of materials. Secondly an ability to say which materials are on loan, are due for return on a given day. Finally, who has what book.

But since there are different types of libraries, it is to be expected that the amount of details recorded by a book charging system and the methods used to compile the records, will vary from library to library. Traditionally, the Public Libraries have not bothered much to identify the status of any particular book at any given time. Since they usually have multiple copies of a title, their readership range from urban dwellers to those in remote villages and their loan periods are usually of two weeks duration. All these factors tend to make it uneconomical for a public library to recall a book for a reader. But the Academic libraries,on the other hand, have a need to know where every book in circulation is, that is, "a fuller control of the book stock has been demanded of circulation departments in such libraries".[9] The significance of this is that a reader may simply want to consult a book briefly and it is likely that the current borrower is the reader's next door neighbour or is in the same university department, which makes such consultation possible, since the readership of an academic library are mostly staff and students of that University.

Statement of the Problem

The central problem of this investigation is to determine the problems that are evident from practice and literature that are peculiar to book charging systems. Specifically, the study seeks answers to the following questions:

(1) Tickets: What is the overall effect on the library of issuing readers with limited number of tickets? Does it encourage malpractices such as using friends' tickets or discourage them?

(2) Loan Period: Is the limited loan period responsible for the ever increasing incidences of overdue materials not being returned to the library inspite of overdue notices sent out? Should renewals for overdue materials be ametic or on request?

(3) Restricted Borrowing: Is this responsible for the practice of illegal borrowing or theft, of library materials, by limiting the number of materials a reader can take out at a time? Should borrowing be unrestricted?

(4) Fines: Is the charging of fines for overdue materials and replacement charges for lost, mutilated and stolen library materials necessary? How effective are these measures in ensuring thesafety of library materials?

(5) Records: Some particular titles never stay on the shelves nor do the circulation records indicate their whereabouts. Only the library catalogues/acquisitions records list them as available in the library. What is responsible for this lapse? Is it a common feature of all charging systems' record keeping?

(6) Clearance Certificate: [6] "Should the issuing of library clearance certificate, an offshoot of a charging system, be enforced in all university libraries, so as to ensure the eventual return of library materials or payment in lieu of return?

(7) Critique: (a) Is there an ideal charging system to be adopted "in toto" by all university libraries?

(b) How economic is the system in use in each university? Does it keep to the minimum time and cost suggested by Baldwin and Marcus (1941) who calculated that the average time required for charging and discharging a single book in the U.S. was 2.1 minutes and average cost was 1.8 cents?[10]

Definition of Terms.

Some expressions used in the study are defined below. They include:

1. Book charging system - This is the system of issuing out and receiving back materials on loan.
2. Book reservation - A patron may request a book that is charged out. A desk assistant fills in the patron's name and address on a specified form called the request slip which is attached to the book card to indicate that there is a reserve against this particular book. When the book is back, it is automatically kept for that patron.
3. Borrower's Cards - These are tickets issued to patrons, to enable them borrow library materials, for home use. The number issued to each patron varies from library to library.
4. Central registration - This is a complete list of all persons registered throughout a library system.
5. Circulation Department - Same as a loan department.
6. Fines - These are sums of money paid by defaulters for returning library materials past the date due.

7 A Loan Department = This is the department in any library responsible for the services relating to loaning to the library's clientele, books, periodicals, maps, misic, prints, microfilms and other materials. It also maintains a record of these loans, recalls overdue items, assesses fines, accepts reserves for titles in demand, supplies information for the replacement of lost items, supervises the arrangement of materials on the shelves and makes provisions for readers to use materials in the library stacks.[11]

8. Non-book materials - These are other formats for recording information. They include: (a) microforms e.g. microfiche, microfilm, microreel, (b) audio aids e.g. sound cassettes, sound cartridges, (c) films e.g. film strips, motion picture films, (d) posters, photographs, (e) gramophone records, (f) video cassettes, videodiscs.

9. Overdues - These are library materials which are not returned on the dates they are supposed to be returned to the library.

10. Recall notice - This is a notice sent to a patron on a prescribed form, requesting a library material in his possession to be returned to the library before the date it is due back.

11. Registration - This is the formality of getting a reader to identify himself on prescribed form before he is allowed to use a library. "This involves a contractual relationship between the library and its patron".[12] The purposes of registration are to know who has borrowed materials and the general characteristics of the clientele.

12. Renewal - Is an extension of the loan period of a library material.

Scope and Limitations of the Study:

The study will cover the main libraries of thirteen universities in Nigeria, namely:

1. Kashim Ibrahim Library, Ahmadu Bello University, Zaria.
2. The Library, Bayero University, Kano.
3. The Library, Federal University of Technology, Bauchi.
4. The Library, Federal University of Technology, Owerri.
5. The Library, University of Benin, Benin City.
6. The Library, University of Ibadan, Ibadan.
7. The Library, University of Ilorin, Ilorin.
8. Hezekiah Oluwasanmi Library, University of Ife, Ile-Ife.
9. The Library, University of Jos, Jos.
10. The Library, University of Lagos, Akoka, Lagos.
11. Ramat Library, University of Maiduguri, Maiduguri.
12. Nnamdi Azikiwe Library, University of Nigeria, Nsukka.
13. The Library, University of Port-Harcourt, Port-Harcourt.

The geographic distribution of the libraries covered in this study is shown on map 1. Some factors impose certain limitations on this study. These factors can be classified broadly into conceptual and methodological limitations.

(a) In the definition of terms, certain expressions have been given narrower meanings which tend to limit their global reflections, such terms as "registration", "amnesty", "charging system", etc, are bound, by the definitions given, to impose some limitations of a conceptual nature on the study.

(b) Data collection for this study is by way of questionnaires, personal interviews and on-the-spot investigations by the author. Each has its own shortcomings which imposes methodological limitations.

(c) The study does not seek to determinethe various reasons

MAP 1

DISTRIBUTION OF SELECTED NIGERIAN UNIVERSITIES.



AFTER FED. MINISTRY OF ESTABLISHMENTS.

for the adoption of a particular book charging system in each of the thirteen Nigerian university libraries. This is outside the scope of the present study and it could therefore be regarded as a limitation of a sort.

(d) Since there are many faculty and departmental libraries in most of the Nigerian university libraries, it would not be feasible to study the book charging systems in use in akk of them. Hence the study will cover only the charging systems in use in the main libraries of the thirteen university libraries. (e) The researcher based his choice of university to include in the study on the Joint Admissions and Matriculation Board's (JAMB) grouping of universities in Nigeria into three zones. At least four universities were selected from each zone as follows: from zone "A" Zaria, Bauchi, Kano, Jos and Maiduguri were selected. From zone "B" Ibadan, Ife, Ilorin and Lagos were selected. From zone "C", Benin, Nsukka, Owerri and PortHarcourt were selected.

The researcher's adoption of JAMB's zoning policy was more for convenience than for any other consideration. This in itself is a limitation.[13]

Justification for the Study:

1. In 1961, the British Library Association commissioned a team of professional librarians and non-librarians to carry out a survey into the methods of book charging in libraries in England.[14] At about the same time, a similar investigation was being undertaken in the U.S.A. under the auspices of the American Library Association's Library Technology Project and was conducted by George Fry andAssociates,[15] a Chicago firm of management consultants.

No such survey has been conducted for Nigerian libraries. This study, although confined to university libraries, will attempt to fill this vacuum for the local scene.

2. This study could help establish the strengths and weaknesses of the b ok charging systems in use in Nigerian University libraries and suggest solutions for improvement where necessary.

3. The study will try to highlight the tremendous roles a book charging system is expected to play in a Nigerian university library where demands for library materials far exceed the supply available. Higham (1976) has pointed out that one basic function common to all university libraries is "to acquire andmake available all books, periodicals and related materials required by all members of the university for teaching, research and study, in accordance with the educational objectives of the university and within the limits of funds allocated to it".[16] The obvious obstacle to achieving the above objectives is lack of adequate finance. Although Dipeolu (1969)[17] had proposed 4% for West African University libraries and The National Universities Commission (1977) had recommended 5%[18] of each university's total budget, be allocated to its library as book/serials vote, these ratios are less compared with the University Grants Comittee[19] of U.K. which recommended 6% for British Universities even though other sources of books are already available to them. Consequently reports of some Nigerian University libraries[20] show that their book votes are in the range of 2½ to 3½% of each university's total budget. Although the financial situation is grave in

Nigerian universities as in universities elsewhere, as Higham (1976) has pointed out, the library in particular, has been the hardest hit, because "the rise in the cost of books and periodicals is second only to the rise in salary and since about half of the library's expenditure must be devoted to salaries, it suffers a double blow".[21] This financial constraint, most probably, has resulted in the stocks of most Nigerian university libraries being poorly developed, compared with some libraries in Great Britain or U.S.A., as is shown in the table below on student - book ratio. University of Ilorin has the highest ratio of 134 volumes to student followed by University of Nigeria, Nsukka with 53 and then Ibadan which has 46. Compared with Table II on student - book ratio in some overseas libraries, one finds that the ratio is much higher for most of those libraries than for the Nigerian ones and that generally, our libraries compare very unfavourably with the ones on the same table. The National Universities Commission should see to it that Nigerian university libraries should not be

TABLE I

STUDENT - BOOK RATIO IN SELECTED NIGERIAN UNIVERSITY LIBRARIES [21]

Libraries	Year Library Founded	Books (Vols)	Student Enrolment	Books Per student
ABU	1955	223,026	15,731	14.17
BUK	1960	75,000	2,128	35.24
FUTB [21]	1981	3,000	280	10.71
FUTO [22]	1981	4,000	300	13.33
UNIBEN	1970	44,699	3,942	11.33
UI	1948	339,000	7,348	46.13
UNIFE	1962	197,000	7,726	25.49
UNILO	1976	175,000	1,310	133.58
UNIJOS	1972	26,000	2,555	10.17
UNILAG	1962	130,000	5,586	23.27
UNIMAIG	1975	23,000	1,013	22.70
UNN	1960	357,000	6,790	52.57
UNIPORT	1976	19,628	1,300	15.09

STUDENT BOOK RATIO IN SELECTED

OVERSEAS LIBRARIES IN U.K & U.S.A.(1979)[22]

Libraries	Year Founded	Books Vols.	Student	Ratio of books per student
Univ. of Lancaster Lib. U.K.	1964	453,000	4,750	95.36
Univ. of Essex Libr. U.K.	1964	250,000	2,850	87.71
Univ. of Keele Libr. U.K.	1949	450,000	2,805	160.42
Univ. of Stirling Libr. U.K	1967	280,000	2,800	100
Univ. of East Anglia U.K	1961	400,000	4,061	98.49
Univ. of York U.K	1963	220,000	3,200	68.75
Alabama State Univ., U.S.A.	1969	175,000	4,794	36.50
California State Univ., U.S.A.	1969	570,137	20,700	27.54
Univ. of San Diego U. S. A.	1949	327,087	2,772	86.7
Northeastern Illinois Univ., U.S.A.	1961	351,523	10,050	34.97
Cleveland State Univ., Ohio U.S.A.	1964	554,954	17,915	30.97

starved of adequate funds for books to enable them increase their rate of acquisitions, so as not to be left too far behind, as is seen from the ratios mentioned above.

From a run through of the tables above, it is clear that it is very important to have some means of limiting the number of books loaned to an individual in Nigerian University libraries, especially in today's situation of shrinking book votes and the consequent fewer acquisition of books, to prevent an unfair distribution of library materials. Therefore, control, in terms of having an efficient, book charging system in use in these libraries, becomes more of a necessity than convenience. Herein lies a further justification for this study.

METHODOLOGY

Procedure for Collecting Data

A questionnaire was structured in such a way that all relevant information leading to the problems and the drawing of conclusions were gathered. For the statement of problems in this study, a number of relevant questions were asked and from the alternative answers provided, the applicable ones were chosen by the respondents. Provision was made in most cases for any alternative answers not provided. Only one questionnaire was used and each university was asked to complete a similar copy. Each questionnaire contained eighteen questions designed to elicit information about the charging systems in the Nigerian university libraries, namely: the name and type of systems used; general problems of library tickets such as the number of tickets issued to readers

categorised as staff, undergraduate students, post-graduate students and others; other problems associated with library tickets such as misplacement, loaning to friends to borrow books with; custody of and life-span of tickets and whether or not tickets are stored permanently. The borrowing aspect was next to be looked at: the number of materials borrowable, the length of the loan period, and other relevant questions. Other questions dealt with are, reservation, recall, renewal, return of materials, discharging procedures, fines collecting, amnesty, clearance certificates, records kept.

Before the questionnaire was administered it was first validated by an educational psychologist[23] and then tried out at the President Kennedy Library, Institute of Administration, Ahmadu Bello University, Zaria.

The universities were visited and the questionnaires personally handed to ten readers chosen at random and four library staff in each university library. In addition, the author held discussions on the research topic generally with the Circulation Librarian, and the Serials Librarian in most of the university libraries visited.

The overall response to the questionnaires was a hundred per cent for the thirteen universities visited.

Treatment of Data.

The method of analysis and the interpretation of data are intended to portray the inter-library and intra-library comparative nature of the study. Comparisions are made on the basis of type of circulation system in use in each library. Older Nigerian university libraries are also compared with the younger ones with regard to books per student ratio and workability of circulation system in use,

highlighting their major strengths and weaknesses.

Tables, maps and figures are used to present relevant data in such a way that conclusions leading to the solutions of the statements of the problems could be drawn. Generally, the analysis will show, on the intra-library aspect, the strength, weaknesses and necessary modifications made in the book charging system used in each university library. On the inter-library nature of the study, a comparision of the workability of the book charging systems in the different university libraries will be made.

The overall treatment of the data, therefore, is intended, among other things, to provide the following information.

1. The present state-of-the-art of circulation systems in the Nigerian university libraries and the services they provide.
2. The merits and demerits of the charging systems as used in the thirteen university libraries and how the deficiencies are treated.
3. To what extent the charging system in each university library meets the major criteria of charging systems.
4. How other libraries can easily adopt the charging systems in use when the need for a change arises. Based on the available answers to the above, relevant conclusions are to be drawn.

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CHAPTER TWO

SURVEY OF LITERATURE AND SITUATION

This chapter will attempt to summarise the important literature in a framework, suggested by issues posed by, or directly related to the statement of the problems of this study. As noted above, the central focus of this investigation is to determine the problems that are evident from practice and literature that are peculiar to book charging systems. These problems are found in the different circulation operations of a book charging system, namely in the registration procedures, ticket's issuance, loan period permissible, restricted borrowing, fines, records kept, clearance certificate, etc. With these in mind, each of the questions which they pose will be considered below in the light of existing literature.

Registration

This is the procedure of asking clients who intend to borrow materials from a library to register, by completing an application form, containing an undertaking, to comply with the rules and regulations of the library. The main reasons for registration in a library are "the need to know who has borrowed materials and what are the general characteristics of the clientele"[1]. The other uses for registration are as measurement of the library's service to the clients, recording the number of books circulated and number of clients served.

Information from the registration files are used to study the strength of a library, in analysing its relation to various segments of the population, in showing why it should have an increased appropriation, in making comparisions with libraries of similar scope and program and in giving proper value to circulation figures.[2] Traditionally most libraries insist on all their clients to register with them. But Wayne County Library in Michigan, successfully experimented with the idea of discarding registration for readers and they claimed that statistics taken over the period of seven years showed no increase or decrease in book losses since given up practice of registration[3]. In addition, some charging systems, in their minimal forms, do not require any registration of borrowers or the maintenance of registration files. Such systems are the Newark self charge-system, IBM charge card, plain charge card and Audio-Accession Number. For the purpose of borrower identification in such systems, student identification cards are required.[4] The researcher is of the view that registration is desirable in libraries, especially in Nigerian university libraries, where library resources are not enough for the teeming university population. Registration should provide a means of identifying each client and making it possible to contact him, to return urgently needed library materials loaned to him, whenever the need for this arises.

Tickets

After registration, tickets are issued to the registered clients, the number issued varies from university to

university and by type of issuing system adopted in each library. For the bookmatic charging system, only one plastic reader's ticket is issued to each reader. While for the Browne system, two or more tickets are issued and for the self charging systems, such as, the Ledger system, no tickets are issued.

One of the reasons for issuing tickets to readers is to effectively control the number of materials each reader may lend from the library at any point in time. Thus, if a reader is issued with four tickets, theoretically, he can only have four materials from the library on loan at a time. Some borrowing systems, like the Straightforward Browne, Reverse Browne, have this mechanism of tying the number of materials a client can borrow to the number of tickets issued to him, as one of its strong points. "The number of books borrowed at any one time is limited to the number of tickets held by the reader"[5]. But in practice, readers are known to have more borrowed library materials in their possessions at any point in time than the number of tickets issued to them. Igwilo[6] (1981) stated that some undergraduate students at Ahmadu Bello University Main Library, who are issued with only seven library tickets, have up to twelve or more books overdues against their names, at a time. Such students might have used their colleague's tickets with or without their consent, to borrow library materials[7] over and above the number they are allowed to borrow. This is one of the flaws of some borrowing systems, notably the Browne and the Bookamatic systems. They fail to limit the number of books a reader can borrow at a

time to the number of tickets issued to him. "Browne does not record conveniently how many books a given reader should have in his possession at any given time"[8].

On the other hand, Fry & Associates (1961) recommended that whenever possible (e.g. in Self Charge transaction system), borrowers cards (tickets) be eliminated, unless specifically required by the circulation system (e.g. the Bookamatic, Browne, Gaylord systems) and when other means of identification, (e.g. possession of student's identification card) are not available[9]. Their reasons are that the cards are expensive and they can be easily interchanged and falsified. To guard against the latter, they recommend that the tickets should be signed by the borrower at the time of registration. Okoye - Ikonta (1981)[10] has argued that in some Nigerian university libraries, even where students had been duly registered and issued with the specified number of tickets, some students hide library books in their jackets and flowing agbadas and made away with them. Perhaps if the number of tickets issued to each reader was unlimited, students may not take books out illegally. Inspite of the disadvantages of issuing borrower's with tickets, the researcher is of the view that it is still advantageous to a library to try to control the number of items it can loan out to a single reader at a given time. Limited number of tickets issued to each reader seems to be one sure way of achieving this aim. In the Nigerian university Libraries, where too many readers are chasing too few books, the issuing of limited number of tickets to each reader

seems to be one solution of ensuring equitable circulation of library materials.

Loan Period

This applies to the length of time a reader can keep borrowed library materials in his possession before returning them to the library. Tauber & Associates (1954) say that "the period of loan is determined largely by the size of the library's collection and the number of active borrowers. A library with a small collection and many active patrons will need to use a shorter loan period if the patrons are to receive an equitable service"[11]. From the above it can be inferred that all libraries may loan out materials to clients. But this is not always the case, especially, with National and some university libraries. Bodleian library, the main library of Oxford University, does not lend materials out[4]. "We are not in favour of the introduction of lending into Bodleian. We think that the interests of the reader are better served by being certain of finding, than by being allowed to remove the books he needs"[12].

But the general pattern is for libraries to loan out materials to patrons and where loaning is practised, they favour the wide adoption of two weeks loan period in libraries in the U.K. especially in the Public, Academic and university libraries. In a survey on this conducted by the Department of Education and Science (1971) it was reported that 214 out of 455 library Authorities adopted two weeks loan period; 144 adopted three weeks loan period; 72, four weeks, 3, five weeks and six weeks[13]. But Fry and Associates (1961) say that "for public libraries (in the USA) a three-week period without telephone renewals, is recommended, as the best compromise

between reader convenience, staff work-load and book stock needs. For college and university library, where the proportion of graduate students is quite high and there is a large book stock, a single three month (quarter) loan period can be adopted."[14] Most Nigerian university libraries adopt a loan period of usually two weeks, with a possibility of renewal for another two weeks, for undergraduate students, from three to six weeks with possibility of renewal for postgraduate students and from four to twelve weeks with possibility of renewal for staff[15]. But this practice of variable loan periods (i.e. different periods of loan for staff and students) is increasingly being challenged, especially in a university library setting and a single loan period is being advocated for both staff and students, as stated in 14 above. As [illegible] Young (1976) pointed out, one recurring theme in library user satisfaction surveys (in the USA), is the loan period, which is different for staff, who are given indefinite loan period and students who are given only two weeks. Shortening the faculty loan period and increasing the period for students, has been the usual request, especially by students in recent years. In response to this, the California State College gave equal or similar loan periods to staff and student[16]. But the current practice in Nigerian university libraries is to give a longer loan period to staff, especially the teaching staff and a shorter period to post-graduate students and even a much shorter period to under-graduate students, as shown on table III on page below. Perhaps, this loan period differential which gives a short loan period of only two weeks to undergraduates, may be responsible, for the large number of overdue materials associated with undergraduate students in some Nigerian

university libraries[17]. The justification for the fairly long loan period given to teaching staff may be based on the reasoning that staff need these materials to prepare their lectures and this process could be very time consuming. While students only need to revise what had been taught and thereby try to consolidate their knowledge, with follow-up readings, recommended by staff. Consequently, they have less need for extensive reading and hence less borrowing period, than staff. This policy seems to be borne out by the researcher's findings at the Federal University of Technology Library, Owerri, where staff are allowed to borrow library materials for two weeks and students are only given overnight loans for non-fiction and one week loan for fiction[18]. This further confirms Tauber's assertion that a library with a small collection but with an active readership, will need to use shorter loan period to give an equitable service.

Other operations which are closely tied to the loan period in use in a library are overdues and renewals. A library material is overdue when it is not returned on the day it is due back to the library. If a book is overdue or just due to be returned and the reader still needs it, provided no other reader is waiting for it, the book may be renewed or extended, for another loan period. Tauber (1967) says that "shorter loan periods are quite likely to bring increased requests for renewals". And he justified this by saying that "libraries that have charged from loan periods of three, seven and fourteen days, find that the twenty-eight days period has several effects; clerical work is lessened, overdues are cut down and renewals are minimized"[19]. Fry & Associates (1961) recommend that libraries send out first overdue notice two weeks after

a material is due back. If after this it is not returned, a second overdue notice should be sent out. They feel that it is a waste of library resources to send third, fourth and fifth overdue notices. After the second notice, they recommend that the borrower's name be entered in the delinquent borrower's file[20]. Since resources are limited, renewals may not be automatic in Nigerian university libraries, for this means, depriving others the use of the limited materials of the libraries.

Fines/Replacement Charges:

Fines are imposed on readers who keep materials borrowed past the date due. But readers who misplaced, lost, wilfully defaced or mutilated library materials may be asked to replace them. Tauber & Associates (1967) state that some libraries have eliminated fines for general circulating books. "Reports indicate that the action has not resulted in any disturbing effects upon the service of the libraries"[21]. Howard (1969) stated that when fines were discontinued in some libraries in the USA, it was found that the libraries were lending more and losing less[22]. Among the reasons usually advanced for eliminating collections of fines for overdue materials are that it costs more to collect fines than money received and elimination of fines means improved service. "Time and convenience of all borrowers is sacrificed in order to serve delinquent borrowers when the desk staff accepts fines, makes charges and maintains record"[23]. But Pierson (1970) feels that "fines really pose a problem, for they are not entirely effective, but it is difficult to see what penalties other than monetary may be exacted in other than very intimate or very controlled situations. Few things lower

morale more than to pay a fine only to learn that Miss Z raised a stink and was excused from paying hers"[24]. Fines therefore seem to be a double edged sword. On one hand, they are meant to deter readers from keeping library materials overdue. On the other hand, they may encourage readers who genuinely need a book to keep it overdue, just to ensure that no other person has access to it, and they are thus prepared to pay whatever amount accrues as fines. Thus it is not uncommon, for students to leave long overdue library books in their rooms in the hostels and go on holidays, with the hope that the Hall Porters or library staff who search students' hostels during the long vacation will retrieve such books to the library[25]. Consequently one may argue that fines do not really, always, act as deterrent for keeping materials overdue.

On mutilation of library materials, Kesler(1977) states that, as a result of anti-mutilation campaign mounted in the university libraries of Rhode Island, USA, "the campaign generated sustaining awareness and peer pressure against those who mutilate. It is also hoped that making users aware of the frustrations they cause other library users, the additional work they create for staff, the money spent for replacement rather than for new materials and the fact that librarians do care about what happens to library materials, will act as a deterrent the next time they start to slash pages from a book or periodical"[26]. Most Nigerian university library regulations[27] state clearly that readers caught mutilating library books are to be made to pay for them. So too are those who lost library materials. But whether or not such payments really deter library users from mutilating and losing library materials do not seem to have been reported by any university library in

Nigeria, yet.

Records

Libraries have always taken various measures to ensure that books, especially the heavily used titles, are always available for consultation, hence the use of reserved books room, reference collections etc. But despite these measures, some titles never seem to stay on the shelves. Pierson(1970)[28] suggests some possibilities for tracing such titles. (1) The item could be charged out but a record to that effect is not yet in the charge (2) The item could be charged out but the charge file is either incorrectly arranged or incorrectly consulted. (3) The item could be impossible to locate because it is in unrecorded use somewhere within the building. (5) The item could be incorrectly shelved. (6) The item could be on the shelf but is not found by the first to search. (7) The item could be charged out but no one is able to predict its return, as the borrower reports that he has lost it. The researcher feels that a combination of these factors rather than a flaw in the charging system may be responsible for some items not being located easily on the shelves in a library.

Clearance Certificate:

This is a certificate a university library issues to a reader at the end of an academic year, to confirm that up to that point in time, the reader is not indebted to the library, in the way of fines or holding back library materials. According to Tauber (1967) "Many university libraries, at the end of an academic period, notify the university administration, of students owing fines or other charges and the administration will then withold academic credit until the indebtedness is

cleared from the records"[29]. In Ahmadu Bello University, members of staff about to leave the services of the university, are required to submit a library clearance certificate, to enable them collect their monetary entitlement from the university. Any staff indebted to the library, has to clear his indebtedness or the outstanding amount be deducted from his entitlements. Although there are frequent cases[30], of staff and students, who with the connivance of some Registry staff, leave the university without paying their indebtedness to the library, as a result of overdue materials, fines, or lost materials. But some university authorities really insist on seeing a clearance certificate issued by a library to a departing reader, who may be a staff or student, for him to clollect his entitlements. It is, therefore, in the interest of all readers in a university, always to return all library materials in their possession on time and not to be indebted to the library. In this way, the importance of the clearance certificate should be made quite clear to all readers.

Critique: An ideal book charging system for a university library will be one (i) which will eliminate all the demerits of the present systems in use, such as Browne's weakness of not telling readily at a glance how many books a reader has on loan. (ii) Perform satisfactorily all the objectives expected of a charging system, namely:

> "(a) ability to identify materials charged out (b) ability to identify the borrower (c) have a means for securing return of the materials if not returned within a reasonable period after the due date (d) a total number count of all materials charged out (e) ability of the system

> to permit making requested books available to readers as promptly as possible through an efficient reserve and recall system. This implies a convenient knowledge of the location of every book at all times"[31].

(iii) The system should be one that is simple, most economical and should provide adequate control and flexibility.

Although an ideal charging system does not seem to exist at present, due to the fact that university libraries vary, in population of readers served, book stock, funds allocated for purchase of materials, etc. Yet, university libraries, will have to adopt book charging systems that suit their local conditions and needs. Guidelines[32] to aid a librarian in his choice of systems exist. In this regard, Fry, G. & Associates (1961) recommend that "the system which combines the greatest number of time reducing factors and which is the most economical system in the greatest number of situations is the self charge transaction system"[33].

Fry G. & Associates (1961) also worked out an elaborate time and cost schedules for all operations in different charging systems for colleges and universities.[34] No such detailed time and cost schedules seem to have been worked out for Nigerian University Libraries as yet.

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CHAPTER THREE

DESCRIPTION OF CHARGING SYSTEMS IN USE IN NIGERIAN UNIVERSITY LIBRARIES

This chapter is devoted to a detailed description of the charging systems in use in Nigerian University Libraries. It will focus on the following areas: Stationery, registration, charging and discharging procedures, overdues, recall, reservations, statistics, amnesty and clearance certificate.

1. Kashim Ibrahim Library, Ahmadu Bello University, Zaria.

The library uses the Straightforward Browne system.

(a) Stationery:

Green coloured flat book card, 5.5 x 11.5cm ruled on both sides, brown coloured book packet 7.6 x 5.6cm, green reader's ticket with pocket 7.6 x 5.6cm, cream overdue card 14 x 8.6cm, yellow recall card 14 x 8.5cm, different coloured registration cards for staff and students.

(b) Equipments:

Date due stamps, ink pads, issue trays

(c) Registration:

This is compulsory for all readers and is done by completion of a card 13 x 8.2cm. Information required includes surname, other names, department/faculty, home address, office address, signature, date and undertaking to obey all library regulations. Cards of different colours are used for staff, students and outsiders. There is a column for borrower's number and in the case of a student, for course of study, year, subjects, name of hall, room number, faculty. The library also demands a copy of letter of appointment or a letter from Head of Department introducing a new staff member

who wants to register. For a student, a letter of offer of admission is required. For an outsider, a letter of introduction from his Head of Department is required, stating reasons for wanting to be allowed to use the library.

(d) Registration File:

All completed registration cards are filed alphabetically by surname in separate trays for staff, students and outsiders.

(e) Tickets:

After registration, each senior staff member is issued with twenty tickets; each post-graduate student, ten, and each under-graduate, seven. Outsiders are not issued borrowing tickets but each is given a ticket, 8.9cm x 5cm which admits him into the library for "reference only". If they are to borrow a book, they must do so with the expressed permission of the University Librarian or through inter-library loan.

(f) Number of Books that may be borrowed at a time:

Senior staff may borrow twenty books each, postgraduate, ten each and undergraduate, seven each.

(g) Charging Procedure:

A flat book-card bearing class mark, author, title and accession number is extracted from the book pocket of a book to be borrowed. The date the book is to be returned is stamped on the flat book card and on the date due slip in the book. A reader's ticket in the form of a pocket, with his name and address, is taken from the reader and is used to accommodate the flat book card. These two pieces of stationery so married, form the "charge", and all the charges in a tray at a given time are known as the "issue". The reader now leaves with the book and the "charge" is set

aside for filing when the desk assistant is less busy.

(h) Loan Period:

A teaching staff may borrow a library material for one month; a post-graduate student, two weeks, and an under-graduate student, two weeks and "others" for a period to be determined by the librarian.

(i) Filing

The "charged book card" is now filed in the issue tray under the date the book is due. It is then arranged numerically by the accession number.

(j) Reserve:

When a reader needs a book which is out on loan, a desk assistant locates the book card for that book in the date due file and a reservation signal paper on which the reader's name and address are written, is attached to the "charge", thus stopping it from being issued to another reader when it is returned to the library. In this way, the book is reserved for the latter reader.

(k) Recall:

When a book is urgently required, perhaps for re-classification or it is a compulsory reading for a course of study and only a copy or two are available and they are out on loan, a pre-printed recall card is filled and this bears the name, address of the borrower as well as the author, title, accession number of the book and mailed to the reader who borrowed it requesting him to return it to the library.

(l) Discharging Procedure:

When a book is returned, the "charge" is extracted from the issue file where it had been filed by date due and

accession number. The book card is extracted and placed in the book pocket which is permanently gumed to the inside of the front book cover, while the reader's ticket is returned to him. This completes discharging procedure.

(m) Fines:

If the book is overdue, fines are calculated at the rate of 1k a day for each day overdue.

(n) Overdue:

When the date file is searched and a book is found to be overdue by four days, a first overdue reminder notice is sent to the reader for him to return the book. This is done by filling a preprinted card with the name and address of borrower, the author, title, accession number of the book before it is sent to the reader. If the book is still not returned after two weeks, a second reminder notice is sent. If it is still not returned after three weeks, a third notice is sent to him to remind him to return the book. If the book is still not returned after four weeks, a letter signed by the Circulation Librarian is sent to him and thereafter the reader is "blacklisted", meaning that he can not borrow any book again until he has returned the ones he has.

(o) Renewal:

When a reader brings back to the library a book he borrowed and wishes to renew it, the desk assistant checks the date the book is due from the datedue slip in the book. He then searches the appropriate date due tray for the particular "charge" of the book. When it is found, the book card is extracted from the reader's ticket and stamped, thereby renewing it for a further loan period of two weeks for a student, or a month for a staff. He then marries the book

card with the former reader's ticket and treated as a new "issue" for the day. The charge is then put in a tray where it is later filed with that day's issues. If, however, a reservation slip is on the "charge", the book is not renewed for this reader.

(p) Statistics:

Different statistics are kept, e.g. registration statistics, daily issues statistics, daily discharged books statistics, daily fines collected statistics, etc.

(q) Amnesty:

This is granted once a session and usually lasts for one week. It is a period when overdue library materials are returned without any penalty.

(r) Clearance Certificate:

This is issued when necessary to staff and students when leaving the university finally to show that they are not indebted to the library by way of fines, or holding overdue materials.

2. Federal University of Technology Library, Bauchi.

The library uses a Straightforward Browne system.

(a) Stationery - same as for Kashim Ibrahim Library (K.I.L.).

(b) Equipment - Same as for K.I.L.

(c) Registration - same as for K.I.L.

(d) Registration file - same as for K.I.L.

(e) Tickets - a senior staff has 4 tickets while an undergraduate student has 2 tickets.

(f) Number of Books to be Borrowed at a time: staff may borrow four and students two.

(g) Charging Procedure - same as for K.I.L.

(h) Loan Period - a staff is given one month, while a student is given two weeks.

(i) Filing - same as for K.I.L.

(j) Reserve - same as for K.I.L.

(k) Recall - same as for K.I.L.

(l) Discharging Procedure - same as for K.I.L.

(m) Fines: After three days of grace, fines are charged at the rate of 10k per day for each day overdue, for both staff and students.

(n) Overdue - After two notices are sent, a reader who still keeps a library book is liable to payment of accrued fines and a loss of his library privileges. A pre-printed form like the one in K.I.L. is used.

(o) Renewal - A book may be renewed for one more period of loan provided nobody has reserved it. After this renewal, the book must be returned to the library for some days before the same borrower can take it out again. The procedure is the same as in K.I.L.

(p) Statistics - some essential ones are kept.

(q) Amnesty - None is declared as yet.

(r) Clearance Certificate - Issued when necessary.

3. Federal University of Technology Library, Owerri.

The library uses a modified Newark charging system.

(a) Stationery - Coloured flat registration cards 9.5 x 13cm, coloured borrower's card 8.5 x 12.5cm, coloured book pockets 7.6 x 5.6cm, coloured flat book cards 5.5 x 11.5cm.

(b) Equipments - Issue trays, date due stamps and ink-pads.

(c) Registration - This is compulsory for all readers. There are different coloured cards for senior staff and students. Details on each card are the same as for those on the K.I.L. card.

(d) Registration File - Same as for the K.I.L. system.

(e) Tickets - After registration, each reader is issued with one card 8.5 x 12.5cm, pink for senior staff and green for students. On each card, is the borrower's number, name, department, columns for date due, date returned and staff signature.

(f) Number of Books to be Borrowed at a time - Staff may borrow four while a student may borrow one non-fiction over-night and two novels for the full loan period.

(g) Charging Procedure - A flat book card is extracted from the book to be borrowed. The date due is stamped on the reader's ticket and on the date due slip in the book. The flat book card is then kept aside for filing when the desk assistant is less busy while the borrower's card and book are handed over to the borrower.

(h) Loan Period - Staff may borrow both fiction and non-fiction for five weeks. Students may borrow fiction for two weeks but only have over-night borrowing privilege for non-fiction.

(i) Filing - Only the flat book card is filed by date due in the date due tray.

(j) Reservation - Same as for the K.I.L. system.

(k) Recall - Same as for the K.I.L. system.

(l) Discharging Procedure - When a book is returned, the flat book card is extracted from the date due tray. The reader's name is crossed out and card is inserted in the book pocket. The library staff then stamps and counter-signs the date the book was returned on the reader's card and returns it to him, thus completing the discharging procedure.

(m) Fines - If overdue, a fine of 5k per day is chargeable per day overdue.

(n) Overdue - Same as for the Bauchi system.

(o) Renewal - Same as for the Bauchi system.

(p) Statistics - Some are kept.

(q) Amnesty - None is declared as yet.

(r) Clearance Certificate - Issued when necessary.

4. University of Benin Library, Benin-City.

The library uses a modified Reverse Browne system.

(a) Stationery - Book pockets, book cards, flat loan tickets, recall cards, reservation slips, registration cards and date due slips.

(b) Equipment - Date stamps, ink-pads, issue trays.

(c) Registration - This is compulsory for all users of the library. Registration formalities are same as for the K.I.L. system.

(d) Registration file - Kept as in the K.I.L. system.

(e) Tickets - Senior staff are issued ten tickets each, post-graduate and undergraduate students are issued four pink tickets each.

(f) Number of books to be borrowed at a time.
Staff may borrow ten books each while students may borrow four books each.

(g) Charging Procedure - A reader takes a book to the circulation desk. He extracts two flat book cards from the book pocket. One of the cards is blue and contains only the class mark, accession number of the book. The other card is white and contains the author, title, accession number, class mark and columns for date due,

borrower's name and address. He then writes his name and address on this white card. He presents the cards and the book to the Desk Assistant for stamping of date the book is due. Only the white card is stamped. He submits a flat loan ticket for each book borrowed. His flat ticket containing his name, registration number and address, the white book card and the green book card constitute the charge. The three are kept aside in a special tray for filing when the desk assistant is less busy.

(h) Loan Period: Staff are allowed fourteen days but a longer period may be given on demand. Students are allowed fourteen days.

(i) Filing: The "charge" is filed in three different trays. The reader's ticket is filed alphabetically under the reader's numbers or surname in one tray. The white book card is filed alphabetically under author's name in another, while the blue book card is filed under the date due in a third tray.

(j) Reservation: Whena reader needs a book that is out, the desk asistant checks in the author's tray to locate the white book card which is arranged alphabetically by authors' surnames. He fills a pre-printed card bearing the name and address of the reader requesting the book and files it in front of the white book card. In this way, the book is stopped for the new reader when it is back.

(k) Recall: When a book is urgently needed, the borrower's particulars are got from the tray holding borrowers' tickets while the particulars of the book are got from

the author's tray and the date due tray. A pre-printed card requesting the borrower to return the book is filled and mailed to the borrower.

(l) Discharging Procedure: When a book is returned, the records are withdrawn from three different trays. The white book card is withdrawn from the authors' tray, while the blue card is withdrawn from the date due tray and the borrower's card is withdrawn from the borrowers' tray. The desk assistant then checks whether the book is overdue or returned on time. He then inserts the white and blue cards in the book pocket and gives back the borrower's card to the reader if there are no fines to be collected.

(m) Fines: Staff do not pay fines for overdue, but students pay 1kobo per day.

(n) Overdue: Overdue notices are sent for books not returned seven days after the date due and at intervals until the book is returned. The blue card which is filed under date due reveals a book which is overdue and the desk assistant has to search the authors' and borrowers' trays to get particulars of the book and the borrower before filling a pre-printed card and sending it off to the delinquent borrower.

(o) Renewal: When a reader brings to the library a book he wants to renew, a desk assistant checks details of the book e.g. the author, title, accession number and date due from the book. He then searches the date due tray for the card for this particular book. He withdraws it. Then he withdraws the book card from the authors' tray

and stamps it, thus renewing the book for a further loan period of two weeks if no one else is waiting for it. The "charge" is thus treated as a new "charge" and placed in the issue tray to be filed later.

(p) Statistics: Kept as for K.I.L.

(q) Amnesty: Declared once a year.

(r) Clearance Certificate: Issued when necessary.

5. Hezekiah Oluwasanmi Library, University of Ife, Ile-Ife.

The library uses a home made Transaction Slips System.

(a) Stationery: Coloured flat registration card 8.5 x 13cm; coloured borrowers' tickets 5.5 x 8.5cm, overdue reminder card 9 x 14cm, reservation card 7.5 x 20.5cm, borrowing slips 6.5 x 10cm.

(b) Equipment: Issue trays, date-due stamps and pads.

(c) Registration: Compulsory for all readers. There are different coloured cards for senior staff, students and readers on special permission.

(d) Registration file: Same as for the K.I.L. system.

(e) Tickets: After registration, each reader is issued with a ticket with his name, faculty, borrower's number, date, with his session and signature. Different coloured tickets are used for senior/teaching staff, students and special permission groups.

(f) Number of books to be borrowed at a time: Staff are allowed six volumes, while students are also allowed six volumes.

(g) Charging Procedure: A reader withdraws from the shelf the book he wants to borrow. He collects three borrowing slips from the circulation desk. He le ves the

circulation desk for his seat where he completes the borrowing slip A (one copy) and slip B (in duplicate). In slip A, he fills the number of the book, the call mark, his own borrower's number, his name, address, signature and date. On the other side of slip A, he writes the author and title of the book. On slip B, he fills in his borrower's number and book number. He then shows his borrower's ticket to the desk assistant who stamps the date due on the three slips and on the date due slip in the book before handing the book to the reader. He then deposits the slips in the issue tray for filing when he is less busy. This completes the loans' procedure. The regulation of the Library requires all loans transactions to be made in person.

(h) Loan Period: A senior/teaching staff may keep a book for thirty days. While a postgraduate and undergraduate student may each keep a book for fourteen days.

(i) Filing: Borrowing slip A is filed under the book number tray. One copy of slip B is filed under the date due tray while the other copy of slip B is filed under the borrower's number tray.

(j) Reservation: When a reader wants a book which is not on the shelf, he goes to the desk assistant to enquire about its whereabouts. The desk assistant then asks the reader to check for the accession number of the book from the catalogue. With this number, the desk assistant then searches the accession number tray for the particular number of the book. Once this is located, the date the book is due back is noted. A pre-printed form for reservation is completed and filed, thus stopping the book for the new reader.

(k) Recall: Just as in the reservation procedure, when the accession number of the book is got, the borrowing slip for the book is located in the accession number tray. A pre-printed recall notice card is completed with the particulars of the book and the borrower and sent to him. A recalled book is expected to be returned to the library within three days of the recall.

(l) Discharging procedure: When a book is returned, the desk assistant checks the date due slip and accession number in the book. Then he checks the accession number tray to locate the slip for this particular book. Having found it, he withdraws it. He next withdraws the slips from the date due and borrower's numbers' trays. The slips are destroyed and the book is ready for shelving.

(m) Fines: If the book is returned after the date it is due, fines are charged at the rate of 1kobo per day up to a maximum of thirty days. Thereafter they are charged at the rate of 50k per week or portion of a week.

(n) Overdue: When a book is not returned on the date it is due back, it becomes overdue and an overdue notice is sent out to the reader. This is done by using a pre-printed form in which the author, title, accession number, date book is due, name and address of the reader are completed and sent to the borrower. Only two overdue notices are sent, the last one clearly stating that no further reminder notices will be sent and withdrawing the reader's library privileges until the book is returned and fines accrued paid.

(o) Renewal: When a reader brings a book he wants to renew to the library, the desk assistant collects the

particulars of the book and withdraws the slips from the datedue, book number and borrowers' number trays. If no body is waiting for the book, the date on the slips is cancelled and the new loan date of a fortnight is stamped. The slips are kept aside for filing when the desk assistant is less busy. At Ife, a book may be renewed only once after which it must be returned to the library.

(p) Statistics: Some are kept.

(q) Amnesty: Declared once in a year.

(r) Clearance Certificate: Issued when necessary.

6. University of Jos Library, Jos.

Uses a Straightforward Browne system like K.I.L., Zaria.

(a) Stationery: Same as for K.I.L. with differences only in minute details, like colour of cards etc.

(b) Equipments: Same as for the K.I.L. system.

(c) Registration: Compulsory for all readers, who must give an undertaking to observe library regulations. There are different coloured cards for senior staff, students, I & J readers. Registration procedure is the same as for the Zaria system.

(d) Registration File: Same as for the K.I.L. system.

(e) Tickets: After registration, each senior staff may have a maximum of ten tickets, each graduate student and research worker six and each undergraduate, four.

(f) Number of books to be borrowed at a time: Senior staff may borrow ten; graduate/research worker, six; undergraduate, four.

(g) Charging Procedure: When a book is to be borrowed, it is taken to the Circulation desk, where the inside back page is opened. The borrower hands over one ticket per material to be borrowed to the desk assistant who stamps the date the book is due back on the date slip in the book and on the two cards in the book, both of which are extracted. The book card is inserted in the reader's ticket and this completes the charge. The book is handed over to the reader.

(j) Reserve: Same procedure as in the K.I.L. system.

(k) Recall: A book may be recalled after half the loan period. The recall procedure is the same as in the K.I.L. system.

(l) Discharging Procedure: When a book is returned, "the charge" is extracted from the issue file where it had been filed by date-due and accession number. The book cards are extracted and inserted in the book pocket in the inside cover of the back page of the book. The reader's ticket is then returned to him. This completes the discharging procedures.

(m) Fines: Charged at the rate of 10k per working day or part thereof for each book, for each day a book is over-due. For books borrowed from the Reserved Books Section beyond the permitted period, a fine of 25k per hour per book or part thereof is charged. A reader owing more than ₦1.00 fine will not be permitted to borrow another book until the fine has been paid off.

(n) Overdue Notice: When a book is not returned on the date it is expected back, it becomes overdue. The desk assistant on checking the date due tray, spots such an

overdue book and fills a pre-printed card bearing the author, title, accession number, date book is due, the borrower's name and address and sends the card to the borrower. The first notice is sent after four days of the overdue date. A second notice is sent a week later. But when the fines due amount to ₦1.00, the reader loses his borrowing privileges and he is no longer allowed to borrow any library book until he returns the overdue one.

(o) Renewal: Same procedure as for the Zaria system.

(p) Statistics: Some are kept.

(q) Amnesty: Declared once a year.

(r) Clearance Certificate: Issued when necessary.

7. University of Ilorin Library, Ilorin.

Uses a home-made Slips System.

(a) Stationery: Coloured flat book card, registration card, reader's ticket 6 x 9.5cm, a three-in-one set of carbonated transaction slips 8 x 13cm. and a two-in-one 6 x 10 cm slips.

(b) Equipment: Date due stamp, ink pads, issue trays.

(c) Registration: Compulsory for every reader and is done by completion of a registration card.

(d) Registration File: All completed registration cards are filed alphabetically in this tray.

(e) Tickets: After registration, each reader is issued with a ticket which has a borrower's number. This number the reader must quote in all future transaction with the library. Lost library tickets must be reported immediately and they may be replaced once in a session.

(f) Number of books that may be borrowed at a time: Staff may borrow six books while students may borrow four.

(g) Charging Procedure: A reader takes the book he wants to borrow to the loans' desk together with his library ticket. He collects a set of three carbonated transaction slips and two other slips and he fills in the accession number, author, title, location/call mark of the book and his number, name, address, signature and date on the two different sets of slips. The desk assistant stamps the date the book is due on the date due slip in the book and in the transaction slips and on the two other slips, and the book is given to the borrower. The slips are then kept aside for filing later. This completes the charging procedure.

(h) Loan Period: Staff may borrow books for four weeks and students, for two weeks.

(i) Filing: The two sets of slips are filed thus. The three-in-one carbonated slips are filed in the author's tray under accession number. One of the two other slips is filed under the date due tray. While the third one is filed under the borrower's number tray.

(j) Reservation Procedure: Same as for the Ife system.

(k) Recall: Same as for the Ife system.

(l) Discharging Procedure: When a book is returned, the desk assistant checks the date due slip, author, title, and accession number of the book. He then searches the date due, author's and borrower's traysto withdraw the slips for the book. If the details on the slips correspond with those of the book, then, the slips are destroyed and the book is retained for shelving.

(m) Fines: When slips for the book have been withdrawn, as in the discharging procedure above, the desk assistant

checks whether or not the book was returned on the date it was due back. If it was returned on a date later than that date, then the reader has defaulted and fines are calculated at the rate of 5k for each day a book is overdue for the first fifteen days and 10k per day thereafter.

(n) Overdue: When a book is not returned on the date it is due back, the records or slips in the date due tray become obvious. The desk assistant then searches the author's tray for the slips of that particular book. When located, he tears out one of the carbonated slips which already has particulars of the book and the borrower, envelopes it, and sends it to the defaulting borrower. Two to three overdue reminder notices are sent and thereafter, the reader is blacklisted and loses his borrowing privileges until he returns the book.

(o) Renewal: When a reader brings a book to the Circulation desk for renewal, the desk assistant searches the date due, authors' and borrowers' number trays for slips of the book. When located, he checks whether any reservation is made for the book. If none, he renews the book for a further loan period for the reader and gives it to him. He then treats the "charge" as a new transaction which is to be filed later with the day's "issues".

(p) Statistics: Some necessary ones are kept.

(q) Amnesty: Declared once a year.

(r) Clearance Certificate: Issued when necessary.

8. University of Ibadan Library, Ibadan.

This library now uses a modified Straightforward Browne system. Formerly, it used a Bookamatic System which it discarded due to frequent breakdown of the addressograph

embossing machine and difficulty in getting necessary spares and stationeries like carbonated issue slips, plastic readers tickets, plastic book cards. In a "pure" Straightforward Browne System, a reader is issued a ticket in the form of a pocket and the book card is flat. But in the Ibadan system, both the borrower's card and the book card are flat. But a third component in the form of a pocket used to accomodate the flat book card and a flat reader's card is used.

(a) Stationery: Date due slips, flat book cards, registration cards, overdue notice cards, recall cards flat borrower's cards, large card with pocket to hold borrower's cards and book card.

(b) Equipment: Date stamp and pad, trays to hold the "issues" and biros.

(c) Registration: Same procedure as for the Zaria system.

(d) Registration file: When a reader is registered, he is issued with borrowing tickets. In addition, a large card with pocket is also made out in his name. This card is kept in the circulation desk, filed alphabetically by reader's surname. His registration card is also filed alphabetically by reader's surname in registration tray kept at the circulation desk.

(e) Tickets: Each senior/teaching staff member is issued with fifteen tickets while a postgraduate student is given five and an undergraduate is given four.

(f) Number of books to be borrowed at a time: Senior/teaching staff may borrow fifteen books, postgraduates five books and undergraduates four books each.

(g) Charging procedure: A reader takes the book he wants to borrow to the circulation desk. He extracts two white

book cards from the book. He fills in his name and address on the appropriate columns in the white book cards. He surrenders one reader's ticket for each book he wants to borrow. His ticket which is flat bears his name and address. This is one modification in the Ibadan system, for in a pure Straightforward Browne System, a reader's ticket is in the form of a pocket while here it is flat. The desk assistant stamps the date the book is due on the two book cards and on the date due slip in the book. He gives the book to the reader. The desk assistant now accomodates the flat reader's ticket and the two flat book cards in a reader's card in the form of pocket. These three so married form the charge which is set aside for filing.

(h) Loan period: Senior/Teaching staff are allowed two weeks but a longer loan period may given on request. Post-graduate and undergraduate students are allowed two weeks each but a longer loan period may be given to postgraduate students on request.

(i) Filing: One of the flat book cards is filed alphabetically by author's surname, in the author's tray. While the second book card in filed in the date due tray and the reader's ticket with a pocket is filed alphabetically under the borrower's surname.

(j) Reserve: Same as for the Zaria system.

(k) Recall: Same as for the Zaria system.

(l) Discharging procedure: Same as for the Zaria system.

(m) Fines: Same as for the Zaria library.

(n) Overdue: Same as for the Zaria library.

(o) Renewal: Same as for the Zaria library.

(p) Statistics: Necessary ones are kept.

(q) Amnesty: Granted once a session.

(r) Clearance Certificate: Issued when necessary.

9. Ramat Library, University of Maiduguri, Maiduguri.

The library uses a Straightforward Brown System.

(a) Stationery: Same as for the K.I.L., Zaria system with minor differences in the colour of paper used and sizes of tickets etc.

(b) Equipment: Same as for the Zaria system.

(c) Registration: Same as for the Zaria system.

(d) Registration file: Same as for Zaria system.

(e) Tickets: Senior staff and post-graduate students are issued with ten tickets each while undergraduates and graduates are issued with three tickets each.

(f) Number of books to be borrowed at a time: Senior staff, Members of Council and postgraduate students may borrow up to ten books each.

(g) Charging procedure: Same as for the Zaria system.

(h) Loan Period: Senior staff, Council members and post-graduate students may borrow for a semester. While undergraduate students may borrow for a fortnight.

(i) Filing: Same procedure as for the Zaria system.

(j) Reserve: Same procedure as for the Zaria system

(k) Recall: Same procedure as for the Zaria system.

(l) Fines: Charged at the rate of 2k a day for each book overdue.

(m) Discharging procedure: Same as for the Zaria system.

(n) Overdue: Same procedure as for the Zaria system.

(o) Renewal: Same procedure as for the Zaria system.

(p) Statistics: Same as for the Zaria system.

(q) Amnesty: Granted once a session.

(r) Clearance Certificate: Issued when necessary.

University of Lagos Library, Lagos

The Library uses a modified Straightforward Brown System. It had previously used the Bookamatic and Plessy Systems. It is now giving serious considerations to computerising its circulation operations.

(a) Stationery: Book Cards, date due slips, readers' borrowing tickets in paper and plastic formats, registration forms, recall, reservation and overdue forms.

(b) Equipments: Date-due stamps and pads, wooden trays for filing various forms.

(c) Registration: This is compulsory for all readers. All library users register annually at the beginning of every session, except senior staff members who register only once for the duration of their stay at the University. Readers register by filling in the appropriate registration forms, their names, addresses, departments, etc. Staff have to produce letter of introduction from their Heads of Departments after which they are issued with the necessary borrower's tickets, one in plastic form and the other in paper form.

(d) Registration file: All completed registration cards are filed alphabetically by surname in separate trays for staff, postgraduate students and undergraduate students.

(e) Tickets: Each reader is issued with one plastic ticket and one ticket in paper format. The latter is kept in the library while the former is kept by the reader.

(f) Number of Books that may be borrowed at a time. Academic and Senior staff may borrow up to twenty books each. While a postgraduate student may borrow upto ten books at a time. An undergraduate may borrow five books at a time.

(g) Charging:
A reader takes the book he wants to borrow to the Circulation desk. He picks up a pre-printed issue slip from the desk and fills in the details of books, namely, the Author, title, class mark, accession number, his own name/signature. He hands it over to the desk assistant who cross checks what the reader has filled in for accuracy. The reader also withdraws a book card from the book he wants to borrow and fills in his name and address. He hands this over to the desk assistant who stamps the date it is due back on the book card, the date due slip and issue slip. He gives the book to the reader while he keeps the records for filing later. This completes the charging procedure.

(h) Loan Period: Academic/Senior staff may borrow a book for one semester. A postgraduate student may borrow it for four weeks. An undergraduate student may borrow a book for two weeks.

(i) Filing: The "charged" book cards is filed in the date due tray alphabetically by author's surname. While the "charged" issue slip is filed alphabetically by borrower's

s surname in borrower's ticket tray. Thus every book record borrowed by a reader, called "X", is filed in the borrower's tray behind his paper ticket kept in the library. Hence it is easy to see at a glance all the books taken out by "X" at any given time.

(j) Reserve: When a reader wants a book which he cannot locate on the shelves, he goes to the desk assistant for help. The latter then checks through the author's surname trays until he locates the records of the book. He then completes a slip bearing the name and address of the reader requesting the book and files it, thus stopping the book for the reader.

(k) Recall: When a book is needed and the desk assistant has located its records in the issue tray, as is done under reservation procedure, a pre-printed card is completed bearing the name and address of the borrower as well as the author, title and accession number of the book and sent off to the borrower. The name and address of the new reader are noted on a slip. When the reader receives the notice and he returns the book to the library, the desk assistant "discharges" it by withdrawing all the cards and keeps it for the new reader who is now informed by a pre-printed card, to call to borrow the book.

(l) Discharging Procedure: When a reader returns a book to the counter, the desk assistant asks for the reader's plastic ticket from where he finds out the name and address of the reader. Then he checks the borrowers' surnames tickets' tray for the reader's name. When he locates it, he withdraws the issue slip for that book filed there.

He next searches the author's tray for the book card of the book, paying particular attention to the accession number to make sure it tallies with that on the issue slip. When it is found, it is withdrawn and checked whether or not it is overdue. If it is not, the issue slip is destroyed while the book card is slipped back into the book pocket and the book is ready for shelving.

(m) Fines: If the book is returned after the date it is due back, fines are charged at the rate of 2k per day overdue.

(n) Overdue: When the book is not returned on the date it is due back, the book card is obvious and the desk assistant completes a pre-printed overdue notice card with the name and address of the borrower and the author, title, accession number and the date the book is due. The card is then sent off to the reader to remind him to return the book. The second and third notices are sent out after a week and two weeks respectively. If the book is still not returned, the reader is then black listed and he loses his borrowing privileges until the book is r returned and fines accrued are paid.

(o) Renewal: When a book is brought for renewal, the desk assistant withdraws the book card from the date due tray and the issue slip from the borrower's tray. He stamps on the date due slip in the book, the book card and the borrower's card a new date of two weeks for a student and four weeks for a senior/teaching staff, thus renewing the book for a further loan period. He keeps aside the records for filing. He then gives the book back to the reader.

(p) Statistics: The necessary ones are kept.

(q) Amnesty: This is granted once a session as in Port-Harcourt.

(r) Clearance Certificate: This is issued when necessary as in Port-Harcourt.

11. Nnamdi Azikwe Library, University of Nigeria, Nsukka.

The library uses a modified Newark charging system.

(a) Stationery: Registration cards, borrowers cards, recall cards, Overdue notice cards, book cards, book pockets.

(b) Equipment: Date due stamps, ink pads, issue trays.

(c) Registration: It is compulsory for every user to register with the library. It is done by completing the appropriate forms for the purpose. A student is expected to produce his letter of admission while a staff is expected to produce an introductory letter from his head of department.

(d) Registration file: All completed registration cards are filed alphabetically by surname in separate trays for senior staff, students and other users.

(e) Tickets: One ticket, bearing the name, the address, the number, the date due and date returned, is issued to each registered reader.

(f) Number of books that may be borrowed at a time: Teaching staff may borrow a maximum of ten books each. While postgraduate students and research workers may each have a maximum of six. Undergraduates may have four while junior staff, Alumni of the University and wives of senior staff members may each have two books at a time.

(g) Charging procedure: A reader takes a book he wants to borrow to the desk assistant. He removes the book card from the book and writes his name legibly on the book card.

He shows the desk assistant his library ticket and he endorses it. He then stamps the date due on the date due slip in the book and on the book card with a self inking dater. He returns the book and the borrower's card to the reader and he sets the book cards aside for filing. This completes the charge.

(h) Loan Period: Senior staff may retain books for a maximum of twelve weeks. Postgraduate students and research worker, four weeks; undergraduates, four weeks; junior staff and outsiders, alumni and wives of staff members may retain books for two weeks.

(i) Reserve: When a reader wants a book reserved for him, he goes to the desk assistant with particulars of the book. The desk assistant then checks the date due trays and on locating the particular author, he writes the enquirer's name and address on a piece of paper which he attaches to the particular card. This device is expected to stop the book for the second reader. When the book is finally returned, a pre-printed card bearing the name and address of the second reader is completed and sent to him to come to collect the book.

(k) Recall: Same as for reservation above, except that a pre-printed card with the name, address of the borrower as well as the author, title, accession number of the book, is completed and sent to the borrower. When the book is returned, it is discharged and charged out to the new reader when he calls for it.

(l) Discharging Procedure: When a borrower returns a book, the desk assistant checks the date due slip in the book to see if it is overdue. If it is not overdue, he withdraws the book card for the book from the date due

tray, he places it in the book pocket and sets book aside for shelving.

(m) Fines: As the book is being discharged, any borrower who is found to have retained a book beyond the permitted period, is liable to a fine of 5 kobo for senior staff and 2 kobo for others, per day. Any reader who fails to pay his fines within 30 days is suspended from borrowing books.

(n) Overdue: Same as for the Port-Harcourt system.

(o) Renewal: Same as for the Port-Harcourt System.

(p) Statistics: Essential ones are kept.

(q) Amnesty: Declared once a year.

(r) Clearance Certificate: Issued when necessary to staff and students.

12. University of Port Harcourt Library, Port-Harcourt.

The library uses a modified Newark charging system.

(a) Stationery: Registration cards, borrower's tickets, borrowing slips, recall cards, overdue notice cards, book cards, book pockets.

(b) Equipments: Date due stamps, ink-pads, issue trays, imprinter machine.

(c) Registration: This is compulsory for all library users and is done by completing the appropriate forms for the purpose. The rest of the procedure is same as for the Nsukka system.

(d) Registration file: All completed registration cards are filed alphabetically by surname in separate trays for senior staff, students and outsiders.

(e) Tickets: One ticket bearing the name, address and number is issued to each reader.

(f) Number of books that may be borrowed at a time:
Teaching staff may borrow eight books. While non-teaching staff may each borrow two books. Undergraduate students may each borrow two books, final year students may borrow four books each. Postgraduate students may borrow 6 books.

(g) Charging Procedure: When a reader takes a book to be borrowed to the desk assistant, borrowing slips are pulled from the book pocket. Particulars of the borrower e.g. his name, address, etc. are written on the slips. If the imprinter machine is working, it is used to imprint the same information. The date the book is to be returned is stamped on the slips and on the date due slip in the book. The ticket and the book are returned to the borrower. This completes the charge.

(h) Loan period: For an undergraduate student, it is two weeks. For a final year student, it is one month. For a senior staff, it one month and for a teaching staff, it is one semester.

(i) Filing: The "charged slips" are separated and filed separately in the author, borrower and date-due trays.

(j) Reserve: The procedure is the same as for the Nsukka system.

(k) Recall: A book may be recalled from a borrower after a week depending on the demand for it. The recall procedure is the same as for the Nsukka system.

(l) Discharging procedures: When the book is returned, the desk assistant opens it to see the date due slip which tells him when the book is due and he searches the file under that dare for book card. When the book card is found, it is compared with the information that is on

the book with respect to call number, copy number, author and title. When the book slip is found to be the correct one for the book, it is withdrawn and the borrower's name is cancelled and the slip is replaced in the book. The book is kept aside for shelving and this completes the discharging procedure.

(m) Fines: Any reader who fails to return a book on the day it is due pays a fine of 5 kobo a day. For failing to return a recalled book, a reader pays a fine of 10k a day for as long as it is kept. An overdue material from a reserve collection attracts a fine of 10k an hour as soon as it becomes overdue.

(n) Overdue: When the date due file is searched and a book is found to be overdue, an overdue notice is written on a pre-printed card, by filling in details of the book and reader and mailing it to the reader to remind him to return the book. A second and third notices are later sent but if they go unheeded, the reader may lose his library privileges until he returns the book.

(o) Renewal: A book may be renewed for a further loan period if no one is waiting for it. But after one renewal the book must be returned and a period of two weeks must elapse before the same reader will be allowed to borrow it again. The renewal procedure is the same as for the Nsukka system.

(p) Statistics: Essential ones are kept.

(q) Amnesty: Declared once a year.

(r) Clearance Certificate: Issued when necessary to staff and students.

13. Bayero University Library, Kano

The library uses a Straight forward Browne System.

(a) Stationery: Same as for the Zaria system. Differences are in sizes and colours of papers used.

(b) Equipments: Same as for the Zaria system.

(c) Registration: Same as for the Zaria system with slight ddifferences in colour of stationery used for registration.

(d) Registration file: Same as for the Zaria system.

(e) Tickets: After registration, each senior staff member is issued with fifteen tickets while both postgraduate and undergraduate student are issued with five tickets each.

(f) Number of books that may be borrowed at atime: Each teaching senior staff may borrow fifteen books while each student may borrow five books.

(g) Charging procedure: Same as for the Zaria system.

(h) Loan period: A teaching staff may borrow a book for one month while a student may borrow a book for two weeks.

(i) Filing: Same as for the Zaria system.

(j) Reserve: Same as for the Zaria system.

(k) Recall: Same as for the Zaria system.

(l) Discharging procedure: Same as for the Zaria system.

(m) Fines: When a book is returned, it is discharged and if it is found to be overdue, that is it is returned after the date it is due back, fines are charged at the rate of 2kobo a day. Books that are recalled are charged at the rate of 10 kobo a day from 72 hours after the date on which the notice is sent.

(n) Overdue: Same procedure as for the Zaria system.

(o) Renewal: Same procedure as for the Zaria system.

(p) Statistics: Same as for the Zaria system.

(q) Amnesty: Granted once a session and lasts for one week.

(r) Clearance Certificate: Same as for the Zaria system.

CHAPTER FOUR

ANALYSIS OF DATA

The data collected is discussed in this chapter. The presentation will relate the researcher's findings from completed questionnaires, observations and interviews to the different statements of problems enumerated in an earlier chapter.

Book Charging System.

The types of charging systems used in the thirteen Nigerian university libraries are given on Table III below. A detailed description of each system has already been given in Chapter III, above.

Table III shows that seven out of the thirteen libraries or 54% of the total, use the Straightforward Brown System. The libraries are Zaria, Kano, Bauchi, Ibadan, Lagos, Jos and Maiduguri. While three or 23% of the total, use a modified Newark Charging system. These are Owerri, Nsukka and Port-Harcourt. One library, Benin City, uses the Reverse Browne Charging system. While two or 15% of the total, use a modified Slips system. These are Ife and Ilorin. Finally, two out of the thirteen libraries, had used the Bookamatic Charging system but had to discard it for a new system, due to operational problems. These libraries were Ibadan and Lagos.

Table III therefore confirms that the most widely used charging systems in Nigerian university libraries are (1) the Straightforward Browne which is used in just over half of the libraries surveyed (2) The modified Newark System in 23% of the libraries (3) A modified Slips System in 15% of the libraries. (4) A modified Reverse Browne is used in only one library, showing how unpopular the system is in Nigerian

TABLE III

CHARGING SYSTEMS USED IN NIGERIA

UNIVERSITY LIBRARIES

Types of charging system	NAME OF UNIVERSITY LIBRARY											
	ABU	BUK	FUTB	FUTO	UNIBEN	UI	UNIFE	UNILO	UNIJOS	UNILAG	UNIMAI	UNN	UNIPORT
1 Straight-forward Browne	X	X	X			X			X	X	X		
2 Reverse Browne					X								
3 Bookamatic						X1				X1			
4 Computerisation	X2									X2			
5 Newark charging				X								X	X
6 Home made slips system							X	X					

KEY: X1 System abandoned

X2 System under consideration

university libraries.

From the questionnaires, the researcher discovered that three out of the thirteen libraries or about one-quarter, had changed the charging system they used since their institutions began at least once, for different reasons. The libraries are Ibadan, Lagos and Zaria. Ibadan had actually changed twice, the first was the change over from the card system in use since 1948 to the mid - 1960s' when the bookamatic system was introduced. The second was the change over from the bookamatic to the modified Straightforward Browne System in the mid - 1970s. The reasons advanced for discarding the card system were not stated. But one of the reasons for that change seemed to be the difficulty of controlling the number of books a reader might take out over a period of time. Some of the reasons for discarding the bookamatic system are the difficulties of getting spare parts for the addressograph embossing machine when it breaks down and the problem of getting regular supply of cabonated borrowing slips. Lagos seems to have been using the card system since it was established till the late 1970s when it had to introduce the modified Bookamatic, then the Plessy and now the Brown System, due to operational problems associated with the three systems. Zaria changed from the card system it used in the 1960s to the Brown System it has been using since then, on account of not being able to restrict the number of books that a reader may have at a time, and to be able to cope with increased readership due to increased enrolment figures. Ten out of the thirteen libraries replied that they have not changed their systems, thus showing their satisfaction with the systems they use.

These libraries are Bauchi, Kano, Owerri, Ilorin, Ife, Nsukka, Benin-City, Jos Port Harcourt and Maiduguri. The libraries th t use the Browne system, namely, Zaria, Kano, Bauchi, Ibadan, Jos and Maiduguri are confronted with the major traditional probl ms associated with the Browne system, namely, (a) that the system is inherently unbalanced, since the discharge procedure takes longer than the c arge procedure, thus causing a queue to be built up especially at the discharging counter (b) that although the issue is filed in date due sequence it still requires a subsequence under each date due sequence (c) that crossed charges usually occur (d) that the system is rather wasteful of stationery e.g one ticket is required for each book borrowed. But they have inbuilt mechanisms, for attempting to counteract some of the problems, if not fully, but at least partially. For example, the Browne system can not reveal easily how many books a particular reader has on loan at a given time. To answer such a question, a desk assistant has to go through all the loans records in the issue trays to trace the particular readers' tickets before answering that question This search may take about an hour or more to complete, thereby wasting the enquirer's time. The inbuilt mechanism Zaria had for this problem which only recently she abandoned, due to computerisation now in progress, was to keep all tickets issued to a reader at the library. This was done for the Teaching, Senior staff and postgraduate students but not for undergraduate students, since they are numerically too large and many trays will be needed to accommodate their tickets. To find out how many books a particular senior staff member has on loan at any given time, a desk

assistant has to check the trays in which unused borrower's cards are filed alphabetically by surname to locate the name needed. The number of tickets left in the trays subtracted from the total number of tickets (twenty) originally issued to the reader at registration, gave the number of books the reader had at that point in time. This mechanism used to solve the problem for senior staff and postgraduate borrowings but did not solve it for students' loans, since their borrowing cards are left with them. Zaria has no quick answer to this as yet and the desk assistant still has to check through all the issues before answering categorically, how many books a student reader and indeed a senior staff and postgraduate student, have at a given point in time. This problem still rears its head in Kano, Maiduguri and Bauchi where the Browne system is used. But Zaria's solution to this is to ask the enquirer to come back within an hour or so, for a reply to his enquiry and in the inte val, a good search is made and an answer is made available for the enquirer. The other libraries which use the Browne system also adopt this mechanism. Ibadan has a workable and fast solution to this problem. What it does is to make a reader fill two book cards when he wants to borrow a book. One book card and one reader's ticket are contained in a borrower's card in the form of a pocket and this pocket card is filed alphabetically under the bor ower's surname in a borrowers card tray. By counting the number of tickets in a borrower's card pocket, a desk assistant can tell quickly how many books a particular reader has at a given point in time. Lagos has a similar device.

The other library which use the reverse Browne system

also tries to devise ways of meeting the major problems posed by the system. It can not tell very quickly whether or not a particular title is out on loan. Benin attempts to solve this problem by having two book cards in each book. One of the book cards has the author's name, title, and accession number of the book only. This card is filed in a date due tray. When an enquiry is received for the whereabouts of a particular title, the desk assistant checks up the accession number of the title from the catalogue cabinet and thereafter, searches for it in the date due tray, before answering the enquirer. This is a fast process which is only slowed down in the stage of checking for the accession number of the book, but it answers the reader's query eventually. The reverse browne system has such local adaptations to make the system meet the needs of the library

The libraries which use the Newark system, namely, Nsukka, Port Harcourt and Owerri, are satisfied with the working of the system due to its simplicity, speed and accuracy. But the disadvantages of the system, of being "slow, time consuming and cumbersome" as stated by Helen Geer (1955)[1], are countered by the various adaptations made in the system. For example, at Owerri, instead of stamping three dates and writing two numbers when charging out a book, only two dates and a number or reader's name are written. The other disadvantage of not easily restricting a reader to the number of books he is allowed to borrow is enforced by the tick-off-mechanism, whereby, a desk assistant's signature and date returned are written on the borrower's card against each item he returns. These tell the desk assistant how many b oks a reader has on loan and how

many h· has returned.

The libraries which use the slips system, namely, Ife and Ilorin, have devised mofifications for solving the major problems of the system. One of 'h· problems is that the slips are so thin that they cannot stand upright in normal size date due trays. This problem is solved by using the same size of trays as the slips, thereby making it possible for the slips to stand upright in the date due, call number, and author's surname trays, without additional support. Ilorin built trays of the same size or just as wide as the slips, thus making it easy for them to stand upright in the trays. The problem of fresh supplies when stock runs out is checked by getting the carbonated issue slips made locally, rather than wait for long for them to arrive from abroad. The other problem of congestion around the issue desk, caused by readers filling in the issue slips, is checked by not allowing the readers to complete the slips at the loans desk. They are encouraged to do this elsewhere before coming to the issue desk.

From the above discussion, it is seen, that some libraries have changed their charging systems since the institutions were founded while others ha e not. It is also seen that the reasons for the change are to correct inherent problems in the charging systems. For example, Zaria changed from card to straightforward Browne system to meet the increased use of the library caused by increased student enrolment. It is also seen that libraries use local adaptation devices to check the problems in the charging systems they use, as at Ilorin, Jos etc.

TABLE IV

MATERIALS AVAILABLE FOR LOAN

Types of Libr. materials	NAME OF UNIVERSITY												
	ABU	BUK	FUTB	FUTO	UNIBEN	UI	UNIFE	UNILO	UNJOS	UNLAG	UNIMAI	UNN	UNIPORT
1 Books	X	X	X	X	X	X	X	X	X	X	X	X	X
2 Serials	X	X	X	X	X	X	X	X	X	X	X	X	X
3 Films e.g filmstrips slides etc						X			X	X		X	X
4 Microforms e.g microfils microfiche													
5 Audio aids e.g gramophone record cassettes etc	X								X				
6 Video materials e.g video cassettes etc													
7 Maps													
8 Photographs													
9 Documents e.g Govt. docu. Publications &													

Library Materials: Table IV lists the various categories of materials available in the library for borrowing. In all the libraries, books and serials are available for home borrowing and this represents 100% occurrence. Six libraries, o just under half the number of libraries, viz. Zaria, Ibadan, Jos, Lagos, Nsukka and Port-Harcourt, loan out films, filstrips, slides, to classes for group viewing. None of the libraries loans out microforms either for individual or grou viewing, but Zaria allows group viewing in the library. Zaria and Lagos allow readers to borrow gramophone records and cassettes for listening in their homes. Maps are usually for reference only in the libraries and not available for borrowing. None of the libraries loans out its documents (e.g UN ublications, government publications, etc) for home use except with the permission of the Documents Librarian. This table also shows that Nigerian university libraries stock books and non-book materials. Most of the books and serials are available for home use, while most of the non-book materials are not available for home use. Rather, they are available for individual use in the library or for roup use, in either the library or in special classrooms fitted with the neccessary hardwares. This shows that libraries realise that information should be acquired and made available for use in whatever format it is recorded apart from the book format.

Registration: This procedure is in fact, necessary and compulsory for all cate gories of readers wantin to use the Nigerian university libraries. The universities also spell out the categories of readers registrable. Staff are

TABLE V

REGISTRATION: SENIOR STAFF

University	Renewable yearly	Valid till departure
ABU		X
BUK		X
FUTB	X	
FUTO	X	
UI	X	
UNIBEN		
UNIFE		X
UNIJOS	X	
UNILAG		X
UNILORIN	X	
UNIMAID	X	
UNN	X	
UNIPORT	X	

TABLE VI

REGISTRATION: POSTGRADUATES

University	Renewable yearly	Valid till departure
ABU		X
BUK		X
FUTB	N.A.	
FUTO	N.A.	
UI	X	
UNIBEN	X	
UNIFE		X
UNIJOS	X	
UNILAG	X	
UNILORIN	X	
UNIMAID	X	
UNN	X	
UNIPORT	X	

TABLE VII

REGISTRATION: UNDERGRADUATES

University	Renewable yearly	Valid till departure
ABU	X	
BUK		X
FUTB	X	
FUTO	X	
UI	X	
UNIBEN	X	
UNIFE		X
UNIJOS	X	
UNILAG	X	
UNILORIN	X	
UNIMAID		
UNN	X	
UNIPORT	X	

TABLE VIII

REGISTRATION: OTHERS

University	Renewable yearly	Valid till departure
ABU	As determined by University Librarian	
BUK	-do-	
FUTB	-do-	
FUTO	-do-	
UI	-do-	
UNIBEN	-do-	
UNIFE	-do-	
UNIJOS	-do-	
UNILAG	-do-	
UNILORIN	Daily or for a longer period on application	
UNIMAID	As determined by University Librarian	
UNN	-do-	
UNIPORT	-do-	

subdivided in some universities into (i) teaching staff as (at Ilorin, Maiduguri, Port-Harcourt; (ii) senior staff as (Zaria, Kano, Bauchi), and (iii) senior members of administration and library staff (as at Maiduguri). Members of the University Council are also treated as senior staff and registrable, as at Port-Harcourt, Ilorin, Ife and Maiduguri. Students are subdivided into postgraduate, graduate and researchers as at Maiduguri. But generally almost all the universities divide students into (i) postgraduate students as at Zaria, Benin-City, etc. and (ii) undergraduate students and they are not just grouped as students, for registration purposes. Intermediate and Junior staff of the university are registrable in some university libraries like Nsukka, Maiduguri but not in others like Zaria.

The last group registrable is that called "the others" meaning outsiders, who do not belong to the university community but want to use the facilities of the university library. Provision is made for such group of users at Zaria, Lagos, Ibadan, Jos, Kano, where they are granted "reference only" privilege mostly,This means that they can read in the libraries but are not normally allowed to borrow materials except with the explicit permission of the university librarian.

In addition to the above, Nigerian university libraries also have separate regulations which make it compulsory or optional for readers to renew their registration yearly Table V to VIII show these

From the above it is seen that Nigerian university libraries have made registration desirable and compulsory for all categories of readers who want to use their

facilities, especially those who want to enjoy borrowing privileges. This is so, because, the library authorities know the importance of registration as a very useful tool in knowing the size of population a library is serving, so as to help it plan its services, to cater for the various readership in that population.

Tickets: After registration, tickets are issued. Table IX to XII show that all the libraries issue tickets to registered readers and the occurence of tickets' issuance is therefore 100%.

The number of tickets issued varies with the age of the library, the book stock, the status of the reader and the library policy on the issue. Seven out of the thirteen university libraries issue between one and four tickets to each teaching staff/senior staff member. This equates to over half of the total libraries. The libraries are Bauchi, Owerri, Ife, Nsukka, Lagos, Ilorin and Port-Harcourt. Three other libraries issue between ten and fourteen tickets and this is about one-quarter of the total. The libraries are Benin, Maiduguri and Jos. Two other libraries issue staff between fifteen and nineteen tickets. These are Kano and Ibadan. While the remaining library, Zaria issues staff with twenty tickets.

Six or under half of the total libraries, give post-graduate students between one and four tickets. These are Benin, Ife, Lagos, Ilorin, Nsukka and Port-Harcourt. Four or about one-third of the total libraries, give between five and nine tickets to a postgraduate student. These are Zaria, Kano, Ibadan and Jos. Eleven or over three-quarters of the total libraries issue between one and four tickets

TABLE IX

NUMBER OF TICKETS ISSUED TO SENIOR STAFF READER

University	Tickets				
	1-4	5-9	10-14	15-19	20-24
ABU					X
BUK				X	
FUTB	X				
FUTO	X				
UI				X	
UNIBEN			X		
UNIFE	X				
UNIJOS			X		
UNILAG	X				
UNILORIN	X				
UNIMAID			X		
UNN	X				
UNIPORT	X				

TABLE X

NUMBER OF TICKETS ISSUED TO POSTGRADUATE READERS

University	Tickets				
	1-4	5-9	10-14	15-19	20-24
ABU		X			
BUK		X			
FUTB	N.	A.			
FUTO	N.	A.			
UI		X			
UNIBEN	X				
UNIFE	X				
UNIJOS		X			
UNILAG	X				
UNILORIN	X				
UNIMAID			X		
UNN	X				
UNIPORT	X				

TABLE XI

NUMBER OF TICKETS ISSUED TO UNDERGRADUATE READERS

University	Tickets				
	1-4	5-9	10-14	15-19	20-24
ABU		X			
BUK		X			
FUTB	X				
FUTO	X				
UI	X				
UNIBEN	X				
UNIFE	X				
UNIJOS	X				
UNILAG	X				
UNILORIN	X				
UNIMAID	X				
UNN	X				
UNIPORT	X				

TABLE XII

NUMBER OF TICKETS ISSUED TO OTHER READERS

University	Tickets				
	1-4	5-9	10-14	15-19	20-24
ABU					
BUK	Determined by University Librarian				
FUTB			-do-		
FUTO			-do-		
UI			-do-		
UNIBEN	X				
UNIFE	X				
UNIJOS	X				
UNILAG	Determined by University Librarian				
UNILORIN	X				
UNIMAID	X				
UNN	X				
UNIPORT	X				

to an undergraduate. These are Bauchi, Owerri, Benin-City, Ibadan, Ife, Ilorin, Maiduguri, Nsukka, Lagos, Port-Harcourt and Jos. Two or about one-sixth of the universities, issue an undergraduate with between five and nine tickets. These are Zaria and Kano. For the "other category" of readers, seven universities or over half of the total, issue between one and four tickets to each reader. These universities are Benin, Ife, Ilorin, Jos, Maduguri, Nsukka and Port-Harcourt. The life span of each ticket varies from one university to another and according to the status of the readers. In eleven of the thirteen university libraries, undergraduates have to renew their tickets every year. This represents over three-quarters of the total. At Kano, students do not renew every session since a ticket is valid for the duration of the students' courses. In ten of the universities, staff do renew their tickets every session. While in three, staff do not renew yearly, for their tickets are valid till the end of their stay in the university. These libraries are Kano, Lagos and Zaria.

About the custody of library tickets, staff keep their own tickets in ten out of the thirteen university libraries and this is almost a general occurrence. The libraries are Ife, Ilorin, Bauchi, Owerri, Nsukka, Port-Harcourt, Benin, Ibadan, Zaria and Lagos. But in Lagos, the library keeps one ticket and gives one plastic ticket to each reader to keep with him. While in Kano, Maiduguri and Jos staffs' tickets are kept at the libraries. In all but one (Jos) of the libraries postgraduate and undergraduate students keep their own tickets, although in Lagos, the library keeps one ticket and gives a plastic one to a

reader to keep with him.

In eleven of the university libraries, lost tickets are replaceable within a session. While in two of the libraries, lost tickets are not replaceable within a session. These are Port-Harcourt and Benin-City. Ten libraries, charge replacement fees ranging from 10K to 50K for lost tickets. While Ilorin replaces it free of charge. In all the libraries, no indepth investigations are made whenever a reader reports the loss of hi tickets. The libraries usually take the reader's words as true and they issue duplicate tickets to such a reader within a short time. An unscrupulous reader could exploit this loop-hole to his advantage, by having twice as many tickets as he is entitled to, simply by reporting to the library a feigned loss of his tickets.

All the libraries request all readers to return their tickets before they leave the university finally and tickets so returned are filed for a period ranging from two months to one year, before they are destroyed.

In all the university libraries, students agreed that they have used their friends' tickets to borrow books when they needed more books than their tickets could give them. They agreed that they did it because their friends also did it. This finding, although limited to undergraduate students only, seems to confirm the fear that issuing limited number of tickets to readers, tends to encourage malpractices, like using their friends' tickets to borrow books when they run out of tickets. The danger in this practice is that when the books are overdue or lost, the owner of the tickets used in borrowing the books is liable and made to pay for

books he did not use. Infact this is one problem in circulation departments which keep recurring year after year in all the university libraries. No suitable solution seems to have been found for it as yet. Thus, from above, it is seen, that Nigerian unive sity libraries, issue, tickets to readers, to enable them enjoy borrowing facilities. The number of tickets issued is dictated by the charging system used in the library. For the Newark and Slips systems, only one ticket is issued to each reader, although Lagos, issues two but retains one and gives one to the borrower. While for the Browne system the number issued varies from four to twenty.

Some university libraries allow their readers to keep their tickets, while others keep the tickets for the readers. It will be shown later how the latter method is used as a device to solve one of the defects of some charging systems.

All the libraries recognise the importance of library tickets as necessary to identify each reader, so as to hold him responsible for returning materials taken out in his name. But this lofty ideal seems to be defeated by readers who use their friends' tickets to borrow books, thereby making their friends responsible for books they did not borrow. But some libraries try to check this by issuing two sets of tickets - one set is the borrowing tickets. While the other set, is a single identification library ticket with the reader's photograph on it. Zaria used to employ this device until recently, due to shortage of laminating paper. Theoretically, this should prevent a reader from borrowing books with another reader's tickets with or without his consent, as happens, in cases of lost

and found tickets. But in practice, as confirmed by students in all the university libraries, they interchange tickets and borrow books without the libraries stopping them.

Borrowing:

Tables XIII to XVI show that two libraries allow their senior/teaching staff to borrow between one and four books at a time and these libraries are Bauchi and Owerri. Three libraries allow their staff to borrow between five and nine books at a time and these are Ife, Ilorin and Port-Harcourt. Four libraries allow their staff to borrow between ten and fourteen books. These are Benin-City, Jos, Maiduguri and Nsukka. Two other libraries, Kano and Ibadan, allow their senior/teaching staff to borrow between fifteen and nineteen books. While two other libraries, Zaria and Lagos, allow their senior/teaching staff between twenty and twenty-four books.

Two libraries, Benin-City and Ilorin, allow their postgraduate students borrow between one and four books. Seven libraries allow their postgraduate students borrow between five and nine books. These are Zaria, Kano, Ibadan, Ife, Jos, Nsukka and Port-Harcourt. Two libraries, Lagos and Maiduguri allow their postgraduate students borrow between ten and fourteen books. Two other libraries, Bauchi and Owerri, both returned nil answers to this question, signifying that they do not have postgraduate students.

Nine libraries, allow their undergraduate to borrow between one and four books. These are Bauchi, Owerri, Benin-City, Ibadan, Ilorin, Jos, Maiduguri, Nsukka and Port-Harcourt. Three libraries allow their undergraduates borrow between ten and fourteen books each.

TABLE XIII

NUMBER OF BOOKS BORROWABLE ON EACH VISIT BY SENIOR STAFF

University	Books				
	1-4	5-9	10-14	15-19	20-24
ABU					X
BUK				X	
FUTY	X				
FOTO	X				
UI				X	
UNIBEN			X		
UNIFE		X			
UNIJOS			X		
UNILAG					X
UNILORIN		X			
UNIMAID			X		
UNN			X		
UNIPORT	X	X			

TABLE XIV

NUMBER OF BOOKS BORROWABLE ON EACH VISIT BY POST-GRADUATES.

University	Books				
	1-4	5-9	10-14	15-19	20-24
ABU			X		
BUK		X			
FUTB	N.	A.			
FUTO	N.	A.			
UI		X			
UNIBEN	X				
UNIFE		X			
UNIJOS		X			
UNILAG			X		
UNILORIN	X				
UNIMAID			X		
UNN		X			
UNIPORT		X			

TABLE XV

NUMBER OF BOOKS BORROWABLE ON EACH VISIT BY UNDER-GRADUATES.

University	Books				
	1-4	5-9	10-14	15-19	20-24
ABU		X			
BUK		X			
FUTB	X				
FUTO	X				
UI	X				
UNIBEN	X				
UNIFE		X			
UNIJOS	X				
UNILAG			X		
UNILORIN	X				
UNIMAID	X				
UNN	X				
UNIPORT	X				

TABLE XVI

NUMBER OF BOOKS BORROWABLE ON EACH VISIT BY OTHER READERS

University	Books				
	1-4	5-9	10-14	15-19	20-24
ABU	Determined by Readers Services Div.				
BUK	-do-			University Librarian	
FUTB	-do-			-	
FUTO	-do-			-	
UI	-do-			-	
UNIBEN	X				
UNIFE					
UNIJOS	X				
UNILAG	Determined by University Librarian				
UNILORIN	X				
UNIMAID	X				
UNN	X				
UNIPORT	Determined by Director of Library				

Four libraries allow "other users" borrow between one and four books and these are Benin-City, Ilorin, Jos and Nsukka.

In all the universities, undergraduate and postgraduate students will want to take out more books than they are allowed at present. If this is allowed, perhaps this may be one answer to stopping illegal borrowing or theft of books, in libraries. But it is doubtful whether or not the bookstock of each Nigerian university library can adequately support increased borrowing for all her readers. This may result in total emptying of the books in the libraries, which may not be to the interest of the readers. Eventually, from the above discussions, it is seen that all Nigerian university libraries have borrowing facilities which they extend to senior/teaching staff, students, University Council members in some universities like Maiduguri, Intermediate and Junior staff as at Ife and other genuine users who may be granted "reference only" privilege. Although students want to borrow more books than they are allowed to borrow at present, the university libraries should not succumb to this request, as it may prove unpracticable in the long run, for the library shelves may become empty. Libraries should continue to allow their readers to borrow the present number of books until their budgets are substantially raised to enable them acquire more books. They should not consider giving readers unlimited borrowing facilities due to their present inadequate resources, as already shown in chapter one above.

Loan Period: Table XVII to XX show the different loan periods adopted in all the Nigerian university libraries. Nine libraries give teaching/senior staff a loan period of between one and four weeks. The libraries are Zaria, Kano, Bauchi, Owerri, Benin-City, Ibadan, Ife, Ilorin and Jos. Another library, Nsukka, gives her senior/teaching staff a loan period of between ten and fourteen weeks. Three libraries, Maiduguri, Lagos and Port-Harcourt, give their senior/teaching staff between twenty and twenty-four weeks loan period.

Ten of the libraries give postgraduate students four weeks loan period. These are Zaria, Kano, Benin-City, Port-Harcourt, Ibadan, Ife, Ilorin, Lagos, Nsukka and Jos. While another library, Maiduguri, gives her postgraduate students one semester or twenty weeks. Bauch and Owerri have no provision for postgraduate loan periods as of now.

All the libraries or 100% occurrence, give undergraduates between one and four weeks loan period.

Eleven of the libraries, give "others" (i.e other users of the libraries) between one and four weeks loan period. The libraries are Zaria, Kano, Ibadan, Ife, Benin-City, Ilorin, Lagos, Maiduguri, Nsukka, Port-Harcourt and Jos. There are no provisions for this category of readers at Owerri and Bauchi.

The undergraduates interviewed in all the universities indicate that they will want a longer loan period than two weeks. They all preferred the loan period to be for a term.

In answer to the question, whether or not undergraduates should have the same loan period as senior staff, all the

TABLE XVII

LOAN PERIOD GIVEN TO SENIOR STAFF READERS

University	Loan Periods				
	1-4wks	5-9wks	10-14wks	15-19wks	20-24wks
ABU	X				
BUK	X				
FUTB	X				
FUTO	X				
UI	X				
UNIBEN	X				
UNIFE	X				
UNIJOS	X				
UNILAG					X
UNILORIN	X				
UNIMAID					X
UNN			X		
UNIPORT					X

TABLE XVIII

LOAN PERIOD GIVEN TO POSTGRADUATE READERS

University	Loan Periods				
	1-4wks	5-9wks	10-14wks	15-19wks	20-24wks
ABU	X				
BUK	X				
FUTB	N. A.				
FUTO	N. A.				
UI	X				
UNIBEN	X				
UNIFE	X				
UNIJOS	X				
UNILAG	X				
UNILORIN	X				
UNIMAID					X
UNN	X				
UNIPORT	X				

TABLE XIX

LOAN PERIOD GIVEN TO UNDERGRADUATE READERS

University	Loan Periods				
	1-4wks	5-9wks	10-14wks	15-19wks	20-24wks
ABU	X				
BUK	X				
FUTB	X				
FUTO	Non-fiction - overnight, fiction 2 weeks				
UI	X				
UNIBEN	X				
UNIFE	X				
UNIJOS	X				
UNILAG	X				
UNILORIN	X				
UNIMAID	X				
UNN	X				
UNIPORT	X				

TABLE XX

LOAN PERIOD GIVEN TO OTHER READERS

University	Loan Periods				
	1-4wks	5-9wks	10-14wks	15-19wks	20-24wks
ABU	X				
BUK	X				
FUTB	Determined by University Librarian				
FUTO			-do-		
UI	X				
UNIBEN	X				
UNIFE	X				
UNIJOS	X				
UNILAG	X				
UNILORIN	X				
UNIMAID	X				
UNN	X				
UNIPORT	X				

undergraduates interviewed said yes. Their reasons are that they want to pass their examinations by reading the particular set of books their lecturers use. Besides, they claimed that their lecturers have more money than them and should buy their own books. Perhaps this very limited loan periods have a part to play in the ever increasing high incidences of overdue library materials among students in Nigerian university libraries. In a recent search conducted at the Main Campus of ABU, Zaria, about 1,700 overdue library books were recovered from some students hostels and not all the hostels were searched.[1] The researcher found out, in a discussion with circulation librarians in the other university libraries, that students keep many library books overdue.

This section has shown another moderating measure Nigerian university libraries employ to ensure an equitable circulation of library materials. They loan their materials out for fixed periods of two weeks for students and a much longer period of at least one month for senior/teaching staff who are even entitled to one semester in Maiduguri. Whether or not students and staff should be given equal loan period should not be articulated at this stage of development in Nigerian university libraries. Perhaps when their stock increase appreciably from the present book ratio as shown in chapter one above, then they may give students and staff equal loan periods.

Reservation: From Table XX, it is seen that all the Nigerian university libraries allow reservations to be made for books on loan. The occurrence is therefore 100%. Almost all the undergraduates confirmed that their reservations

TABLE XX)

DEVICES IN VARIOUS CHARGING SYSTEMS.

NAME OF NIGERIAN UNIVERSITY LIBRARIES.

Activities performed by each charging system.	ABU	BUK	FUTB	FUTO	UNIBEN	UI	UNIFE	UNILOR	UNIJOS	UNLAG	UNIMAI	UNN	UNIP
1. Recall: Borrowed materials maybe recalled (a) as soon as need another reader	X	X	X	X	X	X		X		X			
(b) within a certain period of borrowing							X		X		X	X	X
2 Reservation: (a) Borrowed materials may re reserved	X	X	X	X	X	X	X	X	X		X	X	X
(b) may not be reserved													
3 Renewal: Allows renewal (a) once after initial borrowing	X	X	X	X	X	X	X	X	X	X	X	X	X
(a) Twice after													

were met only a few times. And they attribute this to collaboration between some library staff and favoured students. The failure of reservation device to work in those cases was not due to a fault in the charging systems but to human error. Table XXI therefore shows that all the charging systems in use in the Nigerian university libraries have reservation device, which should, theoretically, stop a book for another reader and prevent the present reader from renewing it when it is due. But as was shown above, some unscrupulous library staff connive with their reader friends to make the reservation device ineffective, by ignoring it and renewing the book. This loophole not withstanding, the device is one of the mechanisms in a charging system which tries to enforce an even circulation of library materials.

Recall:

All the charging systems in use in the Nigerian university libraries have this provision for requesting readers to return library materials they borrowed before the dates they are originally scheduled to be returned. The idea behind this device is to ensure that as many users of the library as possible have access to library materials. For all the systems, in the Nigerian university libraries studied, specially designed forms are used to both recall the books and notify the requesting readers when the books are back.

From Table XX it is shown that eight libraries request the readers to return the recalled books as soon as they get the recall notices. While four libraries request the readers to return the recalled books within some days,

ranging from two to four days of receipt of the recall notices. But the recall device like the renewal device, can be made effective through human error as shown below. When the researcher interviewed students in twelve of the university libraries, they said that the books they asked their library staff to recall were returned to the libraries almost immediately," only few times. Only in Zaria did the students say that the books they asked their library staff to recall were not returned to the library before the end of the term in which the recall request was made. This represents 7% of the total libraries, and is therefore not a trend that is widespread as yet. Still, it is worth watching. In the twelve libraries or over three-quarter of the libraries, the students confirmed that, speaking for themselves, they always promptly returned recalled books to their libraries. There, they would find out whether the recall notice was for the books to go on reserve or for another reader. If for the former, they would hand them over, but if for the latter, they would twist the arm of the desk assistant to allow them take away the book for an hour which they would unilaterally extend to two weeks or more. While in Zaria, some students told the researcher that they would not bother to return a recalled book until they have finished with it. They would prefer to pay fines accrued, to returning it when they have not finished with it. All the students confirm they they received recall notices and other communications from their libraries through their postal addresses which might be their halls' or faculties' addresses.

From the above, it can be seen, that the recall mechanism depends a lot on cooperation of readers to make

it effective. Where readers respond to the notices within a reasonable time by returning the books to the libraries, the device tends to achieve its aim of having the recalled materials physically back to the library. But where readers do not co-operate and the desk assistants connive with the readers by allowing them to keep recalled books, then the mechanism is rendered most ineffective, thus defeating the library's aim of ensuring even circulation of scarce library materials. It is also shown that recalling a book can be a time consuming exercise. The desk assistant has to get the particulars of a book to be recalled by searching the records in various date due trays. After this he completes particulars of the book on the recall form and sends it to the borrower. When the book is returned, the deak assistant then completes another form, to notify the reader who asked for the book to be recalled, that it is now available. A faster and less laborious method for performing all these activities is yet to be introduced in Nigerian university libraries.

Renewal: This is another device in the circulation systems, libraries use to try to render satisfactory services to readers. It enables a reader to keep a borrowed library material for a further loan period of at least a fortnight. All the students interviewed in all the libraries confirmed that they have renewed borrowed materials a few times. This gives a 100% occurrence. They also confirmed that most times, they personally took the books to the libraries to renew. But at times they gave their friends the books to renew for them when they were too busy or too lazy to go to the library. This also gives a 100% occurrence. All the

students also agree that books which were extremely useful to them they did not like to renew and preferred to pay fines accrued, instead of returning them and losing them to other readers. This again is 100% occurrence. But for books which are not extremely important to them, they will always return on time and ask for renewal, if possible. This is the feeling among students interviewed in all the libraries, to hang on, as long as possible, to essential reading books for their courses, instead of renewing them and losing them to other readers. Whether or not these students' attitude should make libraries give serious thought to automatic renewals is a point librarians should not overlook. On the other hand, librarians in Nigerian universities should not loose sight of their limited resources in their attempt to please readers, by giving them automatic renewals, thereby depriving others of the use of such materials, since one reader, as a rule, will now be allowed to keep a borrowed material for two successive loan periods. Renewing a book, like recalling it involves a lot of work for the desk assistant in all the circulation systems used in Nigerian libraries. The desk assistant has to locate, in the datedue tray, the records of a book to be renewed. He withdraws it, stamps the new date, perhaps two weeks or more depending on the status of the reader. He then stamps the date due slip in the book before giving it to the reader. He later files the "issues" under the new date. Alot of staff time is therefore spent on renewals in the systems in use in our libraries at present.

Discharging Procedures:

All the students interviewed in the different university libraries claimed that they are not kept waiting

for a very long time when they return library books. This is understandable since most Nigerian university libraries open for fairly long hours on week days and weekends to give readers some degree of flexibility in returning library materials either during the day time, at night time or at weekends. The long opening hours in each university library, at least thirteen hours on a weekday and eight hours on a weekend, tend to prevent very long queues from forming at the discharging counter; for when a student wants to return a book and he sees a long queue, he goes away to come back later when the queue is made up of a few readers. The procedure senior/teaching staff adopt in returning books to libraries which use the straightforward browne system is simple. Such staff send the books they want to return to the library either by going in person or sending them through another person. The books are handed over to a desk assistant who puts them on a trolley in the work area far away from the reach of other readers and the staff or his representative, goes away. The desk assistant discharges the books when he is less busy. He eventually keeps the senior/teaching staff's library ticket at the library after discharging the returned books. Thus no queue is built up for senior/teaching staff when they return books. This is unlike the libraries which use the modified Newark system in which the desk assistants have to endorse or stamp the tickets of readers as at Owerri, to confirm that they have returned the borrowed materials and by so doing, encourage a queue to be built up. At Ibadan, Benin-City, Ife, Ilorin and Lagos, the desk assistant has to withdraw three different sets of records

and this could be time consuming and in the process, encourage a queue to be built up. But the long opening hours and the cooperation of readers in returning borrowed materials at different times, help to discourage long queues from building up at the discharging counters as noted above. As already shown in Chapter Four above, discharging procedurees are time consuming in all the systems in use in Nigerian university libraries, for the correct records of books have to be withdrawn from the date due and author's trays before the books are properly discharged. In Ibadan, Benin-City, Ilorin, Lagos and Ife, filed records of a book have to be searched for and withdrawn from different trays. It is usually during the process of withdrawing filed records of a book that desk assistants make mistakes which have caused some embarrassment to both readers and the library, when cross discharging takesoplace. This is caused when a desk assistant mistakingly inserts the wrong cards in the wrong books. The systems used in Nigerian libraries have no inbult mechanism to completely stop such human errors from occurring.

Overdue Notices:

These are notices sent out to readers to remind them that the books in their possessions are kept beyond the dates they are to be returned. These reminder notices are sent out as from two days the books are overdue. At Zaria, the first notice is sent out four days after a book is overdue and the second a week later.

In ten of the libraries, the students interviewed complained of receiving overdue notices for books they already returned as well as for those they have not

returned. The libraries are Zaria, Kano, Jos, Maiduguri, Port-Harcourt, Benin-City, Ibadan, Ife, Bauchi and Lagos. While in the remaining three libraries, the students claimed not to receive overdue notices for items returned but for those not returned. These are Owerri, Nsukka and Ilorin. Since such error occurred in the differeng charging systems in use in Nigerian university libraries, their causes may be due more to human error, which in turn arose out of a weakness in the charging systems. A wrong book-card inserted in a book might be responsible for such an error. The writing of overdue notices is a time consuming job for a desk assitant in the libraries which use the Straightforward, Reverse Browne and the Newark systems. For, a specially designed pre-printed card with a message that the undermentioned books are overdue, has to be completed, either by writing or by typing, by filling in the name and address of the borrower on one side of the form and the author, title, accession number, and date due on the reverse side of the form before it is mailed to the reader. Unlike the slips and Bookamatic systems where one of the issue slips is merely torn off the batch of slips already filled when the book was borrowed and sent off to the reader, either enveloped in envelopes with "windows" or folded over and stapled before they are sent to the delinquent reader. Hence these latter systems save stationery for the library and the time of the desk staff as well.

Fines:

Twelve universities or 92% of the Nigerian university libraries charge fines for overdue materials. Only Benin-

TABLE XXII

FINES CHARGED FOR OVERDUES: SENIOR STAFF

University	Per day overdue			
	1k-4k	5k-9k	10k-14k	15k-19k
ABU	X			
BUK	X			
FUTB			X	
FUTO	X			
UI	X			
UNIBEN	Free			
UNIFE	X			
UNIJOS			X	
UNILAG	X		X	
UNILORIN	X			
UNIMAID	X			
UNN		X		
UNIPORT		X		

TABLE XXIII

FINES CHARGED FOR OVERDUES: POSTGRADUATES & UNDERGRADS.

University	Per day overdue			
	1k-4k	5k-9k	10-14k	15k-19k
ABU	X			
BUK	X			
FUTB		X		
FUTO	X			
UI	X			
UNIBEN	X			
UNIFE	X			
UNIJOS			X	
UNILAG			X	
UNILORIN	X			
UNIMAID	X			
UNN	X			
UNIPORT		X		

TABLE XXIV

FINES CHARGED FOR OVERDUES: OTHERS

University	Per day overdue			
	1k-4k	5k-9k	10k-14k	15k-19k
ABU	X			
BUK	X			
FUTB	N.A.			
FUTO	N.A.			
UI	X			
UNIBEN	X			
UNIFE	X			
UNIJOS	X		X	
UNILAG			X	
UNILORIN		X		
UNIMAID	X			
UNN	X			
UNIPORT		X		

City does not charge senior staff fines and this occurrence is 8% of the total libraries and it is therefore a negligible trend now but one that certainly needs to be studied carefully to know its merits and demerits.

In the twelve libraries, the student interviewed agreed that the reasons for charging fines are (a) to act as a deterrent against keeping library books indefinitely. (b) To ensure accountability for public property. In Benin-City, the students interviewed as to whether or not they approved their library's policy of not charging senior staff fines, answered that they were in support of the policy, although they agreed as well that the policy was subject to abuse. A desk assitant in Benin-City, told the researcher, that the paper work involved in collecting fines, was not worth the troubles, for he worked at Ibadan where fines were charged before he joined the Benin-City library.

A fine of between one kobo and four kobo per day for an overdue material is chargeable in eight universities. This represents 62% of the universities. The libraries are Zaria, Kano, Lagos, Owerri, Ibadan, Ife, Maiduguri and Nsukka. Two libraries, Bauchi and Jos, charge between 10K and 14K. This represents 15% of the total. While three libraries, Ilorin, Lagos and Port-Harcourt charge between 5K and 9K. This gives 23% occurrence. If charging of fines is supposed to act as deterrent against keeping books overdue, the ever increasing incidence of overdues among all categories of readers in Nigerian university libraries, tend to suggest that charging fines has failed in its main objective. In other words, charging fines does not tend

to prevent readers from keeping borrowed materials beyond the date due. This notwithstanding, the researcher is of the view that fines should be charged for overdue materials as a way of punishing readers with bad reading habits.

Amnesty: Eleven out of the thirteen libraries grant amnesty once a year to readers. While two, Bauchi and Owerri, have not granted amnesty because they are not two years old as yet. All the libraries which grant amnesty confirm that many overdue library materials were returned during the fines-free period and as such, the experiment was worth trying every year.

Clearance Certificate: Eleven libraries issue clearance certificates to final year students and staff who are leaving the universities for good. The purpose of this certificate is to ensure that nobody leaves the university with library materials in his possession. Students who have attempted to leave some universities without returning library materials have been denied library clearance certificates and this prevented them from claiming their deposit money with the university. Cases of such denials are reported in Zaria. The above notwithstanding, the clearance certificate is a further device by libraries to recover overdue materials from readers who are about to leave the university for good. In theory, it is to be issued only to readers who are not indebted to the libraries. It is not issued to those who are indebted. But in practice, it is issued to the latter through connivance of some library staff. But it seems to be serving a very useful purpose of constantly

reminding readers that towards the end of their stay in the university, they will need a clearance certificate from the library and as such they should not be indebted to the library.

Records: All the libraries keep some records of their loans transactions. These include (a) registration records, which are completed registration cards filled alphabetically by readers' surnames in trays. (b) Issue records - mostly "married/readers' cards" filed under two or three sequences such as under dates due, accession numbers and authors' surnames or call numbers. (c) Overdue files which are used for keeping records of overdue cards sent out (d) delinquent borrowers' files in which delinquent borrowers names are entered, (e) fines records - for recording returned books whose records can not be traced either through misfiling or some other human error. (g) Statistics records which are for books charged out and books returned/discharged. Although not all the Nigerian university libraries keep all the above records, most of them keep the ones they find most beneficial to their needs, thus confirming the importance of record keeping, which include, being useful sources for compiling annual reports of the libraries and for answering general enquiries as to the volume of library services to clients or for planning purposes.

Students interviewed in all the universities confirmed that their circulation departments have not helped them to locate certain particular titles they wanted which were neither on the shelves nor recorded as out on loan nor sent to the bindery for repairs. The researcher questioned desk assistants in the various libraries about this allegation and they confirmed that it did happen. They attributed this

occurrence to selfishness on the part of some readers who deliberately mis-shelve such books in places known to themselves only, thus preventing others from using them. The fault therefore is not with the charging systems but with the uncompromising attitude of such readers.

Time Study of the Various Operations:

Since none of the thirteen universities kept any records of the length of time taken to perform the different operations in a charging system, the researcher during his trip, had to time a desk assitant in each of these libraries as he carried out each procedure.

For the straightforward browne system, registering a reader took two days to complete. This is so because after the reader had filled in the prescribed registration form, the library will still have to cross check the student's name from the list of students offered admission by that university to confirm that the student is a bona fide student of the university. This is where the delay takes place. Where a list is available in the the library, the delay is minimal. But where the library has no list of new intakes, the library relies on newspaper publications of admissions to ensure that,that particular student is actually offered admission to study in that university. After checking this list, the library then issues tickets with the name, faculty, subjects to be studied, room number, name of hall and registration number of student. The delay in issuing the tickets to reader is therefore caused mostly at the checking stage, for correct identity of the student. Charging out a book takes between 10 to 20 seconds, but between 25-30 seconds at Ibadan since

TABLE XVII

Time study of Circulation operations+

Operations Performed	Time used under different charging systems			
	Straightforward Browne	Reverse Browne	Slips	Newark
Registration	48 hours	48 hours	24 hours	24 hours
Charging out	10-20* secs At Ibadan 25-30* secs.	8-15* secs.	6 seconds	7 seconds
Filing	10-15 secs. At Ibadan 30-50* Seconds	30-45 Secs.	15-25 Seconds	15 - 25 Seconds
Discharging	12-20 Secs. At Ibadan 1.00-50* Mins.	1.00-1.50* Mins.	1.00-1.50* Mins.	9 Seconds
Recalling	4 Mins. At Ibadan 7 Mins.	6 Mins.	6 Mins.	5 Mins.
Reservation	3 Mins. At Ibadan 7 Mins	7 Mins.	6 Mins.	5 Mins.
Renewal	3½ Mins. At Ibadan 8 Mins.	8 Mins.	5 Mins.	4 Mins.
Overdue Notices	2 Mins. At Ibadan 4 Mins.	6 Mins.	20 Secs. At Ife, 4 Mins.	1 Min.
Grand total with no allowance for rest & unavioable delay	48 hrs 13 Mins 25 secs. At Ibadan 48hrs 28 M. 10 secs.	48 hours 29 Mins.50secs.	24 hrs 19 mins.41 secs. At Ife 24 hrs 23 mins. 21 secs.	24 hrs. 15 mins. 43 secs.

+ Timing done by the researcher

* Only the largest figure is used throughout.

borrower has to fill two book cards before they are stamped by the assistant. Filing the issue under date due takes between 10 seconds and 15 seconds and between 30 seconds at Ibadan, for the cards are filed in two sequences. Discharging a book takes between 12 seconds and 20 seconds depending on the prior filing of the records of the book. But at Ibadan, it takes between one and one and a half minutes since records of the book have to be checked and withdrawn from two or three trays. Recalling a book takes 4 minutes, for the records of the book have to be checked by the accession number under each date due tray and this means searching under trays for about thirty days of the month. When the records are found, the name and address of the borrower as well as the author, title, accession number, datedue of the book are written out manually on a special postcard with preprinted message requesting the reader to return the book, is despatched to him. At Ibadan, it takes 7 minutes, for the necessary records have to be checked in three places.

Reserving a book takes 3 minutes but takes 7 minutes at Ibadan due to reasons given above. For just as in recalling, the record of the reader requesting the book, is inserted in the appropriate charge, thus making it obvious that the book is reserved when it is returned. Writing an overdue notice takes 2 minutes, but takes 4 minutes at Ibadan for reasons already given. In the first place the book overdue for return usually becomes obvious, since its records remain in the file after the date for return has been reached and passed. The desk assistant then fills in the particulars of the overdue book and those of the

borrower on a specially designed postcard with a preprinted message that the book is overdue, before sending it out to the delinquent borrower. Renewing a book takes 3 minutes. When the records are withdrawn from the datedue tray, they are stamped for a further loan period of say two weeks and filed like a fresh charge. For the reverse browne system, registration of a senior/teaching staff takes about 10 minutes, provided the staff has come with a letter of introduction from his department. All he does at the counter, is to complete a registration form and pass it to a desk assistant who cross checks and processes it. He then issues the staff member with his tickets bearing his name, registration number and department. The time taken to issue the tickets depends on the writing speed of the desk assistant, for he has to write the name, registration number, etc of the reader on each of the cards issued to the reader. But registering a student takes two days as in the Straightforward Browne System due to the procedure taken to identify the student. Charging out a book takes between 8 to 15 seconds. But filing the issue, as in the Benin-City system, is done in three trays. The datedue card is filed in the datedue tray by accession number and date due. The borrower's card is filed alphabetically by surname in the borrower's tray and the book card is filed by author's name in author's tray. All operations take between 30-45 seconds. Discharging a book takes between 1 and 1½ minutes, since the records of the book will be searched for and withdrawn from three different trays. Recalling a book takes about 6 minutes for the book's records will be got from three trays and

for the same reason, reserving a book takes 7 minutes while writing an overdue notice takes 6 minutes, for the records of the book have to be checked in three separate trays before a postcard is completed and sent to the reader. Renewal takes 8 minutes, for the records will be withdrawn and charged out again and filed.

Under the Slips System, registration takes about one hour depending upon number of readers who want to register at the material time. At the beginning of session when there is a rush by both staff and students to register, a reader might collect his ticket a week after he handed in his completed registration form, but a reduction of delay to 24 hours is common in slack periods. Charging out a book takes 6 seconds excluding the time taken by the reader to fill in the details of the book and himself on the slips. It is not easy to time the students while they are filling the slips, since their writing speeds vary. Filing the "issue" takes between 15-25 seconds, for filing is done in two/three separate trays, under borrowers' number tray, authors surname tray and datedue tray. Discharging a book takes 1 to 1½ minutes for as discharging takes place, the contents of the issue trays become slacker and the desk assistant has to try to tighten the issue in the trays, thus slowing down the discharge procedure. He also has to withdraw records of the book and borrower from three different trays as explained above. Recalling and reserving a book take 6 minutes each, for the records of the book have to be traced in three separate trays first. For reservation, a slip with the second reader's name is written out and attached to the charge and filed. But

for recall, a specially design d pre-prin'ed card is completed, with particulars of the book and the borrower, before it is mailed to the reader. When the book is back, another specially designed postcard with a preprinted message that the book reserved is available for collection is completed and mailed to the reader who requested the book to be recalled. Sending out of an overdue notice takes 20 seconds, for the desk assistant merely tears out one of the charged" slips of the overdue book from the datedue tray, envelopes it in a window envelope and sends it off to the reader. But at Ife, although a slip in the datedue tray shows that the book is overdue, the desk assistant still has to search for particulars of the book and borrower from two other trays before he can fill in the preprinted overdue card which is posted to the borrower. Renewal takes 5 minutes, for the slips are withdrawn, stamped with new date of the loan and filed as a fresh transaction.

Under the modified Newark system, registration takes about a day to complete but it could take a longer time as explained in the slips system above. Charging out a book takes 7 seconds excluding the time taken by the reader to fill in his name and registration number on the bookcard. Filing the issue under datedue takes 15-25 seconds. Discharging a book takes 9 seconds. Recalling a book takes 5 minutes, due to time spent on searching for the records and actual filling in of the special recall card. Reservation takes 5 minutes, for the desk assistant will search for the book card for a slip with the new reader's name and address to be

attached to the 'charge," thereby stopping it for him. An overdue notice takes 1 minute to prepare, for the particulars of the borrower and the book overdue have to be written out on a specially designed card before being sent out. Renewal takes 4 minutes, for the card will be located and withdrawn from the date due tray first before a further loan period of say two weeks is stamped on it and on the datedue slip in the book and thereafter, the card is filed under a new datedue.

The study shows that generally, the Newark system as used at Nsukka, is the fastest, followed by the slips system, as used at Ilorin and Ife. The registration period for the browne system slows it down considerably.

Cost:

The researcher found that approximate costs of the systems in use in the Nigerian university libraries are as follows

Straightforward and Reverse Browne System: Registration cards per 100 is ₦10. Book cards per 100 is ₦10. Readers tickets with pockets per 100 is ₦8. Recall and overdue preprinted postcards are ₦10 per 100. Two wooden trays for filing issue cards are ₦2 each. Self-inking dater/pad are ₦20 each. Datedue slips are ₦5 per 100. Staff salaries vary with the grade of the desk assitant from ₦1620.00 p.a. or ₦135.00 per month for a Library Attendant to ₦1920.00 p.a. or ₦160.00 per month for a Library Assistant. Initial total cost is ₦195.00 per month.

Newark System - Registration cards are ₦10 per 100. Book cards are ₦10 per 100. Borrower's card is ₦5 per 100.

Date due slip is ₦5.00 per 100. Self-inking dater is ₦20.00. Recall and overdue postcards are ₦10.00 per 100 respectively. Imprinting machine costs about ₦80.00 but equipment is optional for the system. Wooden trays at ₦2.00 each. Staff salary is the same as for the Browne system. Initial approximate cost is ₦284.00.

Slips System:

A 3-in-one carbonated set of slips costs ₦15.00 for 100. Registration cards cost ₦10.00 for 100. Tickets cost ₦5.00 for 100. A set-inking dater costs ₦20.00 A desk assistant's salary is about ₦130 per month. A ream of quarto size sheets for overdues, reservations cost ₦5.00. The Initial cost is about ₦199.50 for the first month.

Bookamatic System:

The addressograph - multigraph embossing machine costsabout ₦100.00. Plastic readers tickets cost about ₦50 per 100. While Plastic book cards cost about ₦70.00 100. Registration cards cost about ₦10.00 per 100 and two wooden trays cost about ₦2.00 each. Carbonated issue slips cost about ₦20.00 for 100. Staff salary for a desk assistant is about ₦130 a month. Total initial cost is about ₦384 for the first month.

From the above, it is seen, that the bookam tic charging systems is the most costly system to adopt, in terms of cost of basic equipment and stationeries, while the Browne Systems are cheapest in terms of cost of equipment and stationery.

Critique: Randomly selected students in all the Nigerian university libraries were asked by the researcher as to whether or not they were satisfied with the charging

systems in their libraries, they answered that they were satisfied although most of them have not used other systems. Thus recording a 100% occurrence. But the desk assistants in some of the libraries, at Benin-City, Ibadan, Ilorin and Ife, complained of too many errors on part of the readers when they were completing the book cards and the transaction slips. They claimed that some readers confuse borrower's number with accession number and write the former in the column for the latter especially at Ife and Ilorin. If the desk assistant failed to detect this, then some confusion arose when discharging such books, and this could lead to sending overdue notices for books already returned but partially discharged. At Ibadan a desk assistant who had been on the job for many years, complained of frequent break down of the addressograph machine used for the Bookamatic Charging System and that it led to the change over to the straightforward Brown system which does not require costly equipment. But that this system is cumbersome, especially when filing the issues in three separate trays. When the researcher further asked some desk assistants in all the university libraries he visited whether or not they thought that there was an ideal charging system, that is, one without faults, they all replied, except the assistant in Benin-City library, that the system in use in their library was ideal for their library's needs. The Benin-City assistant had worked at Ife before joining Benin-City library and he pointed out that the filing of a charge under three separate tray was not very useful. He referred to the datedue tray which holds

a slip with the accession number, call number and author's name of each book on loan. The information there is so incomplete that a desk assistant has to search the borrower's tray to get the name of the borrower before writing an overdue notice, for example. Table XXV tends to confirm this allegation. In other words, the Reverse Browne as used at Benin University Library, is not satisfactory. Although the Benin-City case is a minority one and may be overlooked, the search for the ideal system to take care of all situations, conditions and philosophies of Nigerian University Librarues should continue.

CHAPTER FIVE

SUMMARY, CONCLUSION & RECOMMENDATIONS

This chapter summarizes the entire research work and draws some conclusions based on the research findings. Some recommendations are made both for the improvement of book charging systems in the Nigerian university libraries studied and in the university libraries to be established in the future and for further research in this field of book charging systems.

(a) Summary:

The study was aimed at ascertaining the book charging systems in use in selected Nigerian university libraries, how workable these systems are in the different libraries, thereby leading to an evaluative study of the systems as used in the Nigerian university libraries studied.

To this end, seven statements of the problems were formulated. Three methods were used to elicit information. A questionnaire was structured, validated by an experienced educationist and trial tests were carried out before the questionnaire was taken to the main libraries of thirteen Nigerian universities. The researcher travelled to all the thirteen university libraries to administer the questionnaires to students and library staff chosen at random. He also made on-the-spot observations of the operations of the systems in the different university libraries.

It was found that the most widely used book charging system is the Straightforward Browne System which is used in seven out of the thirteen Nigerian university libraries studied. The modified Newark system is found to be the

second most widely adopted system nd it is used in three libraries. The modified Slips System is third and is used in two libraries. While the Reverse Browne is fourth and is used in one library. In two libraries, Zaria and Lagos, plans are at advanced stages for automating their circulation systems while a few libraries like Zaria, Ibadan etc had discarded the systems they were using for a new system, in view of operational problems.

The study recalled that all the systems have strong points as well as set backs, but each university has devised modifications on the original versions of the systems to take care of the setbacks. These modifications were found in the straightforward Browne as used at Ibadan, the Newark System as used at Owerri, the Reverse Browne as used at Benin-City and the Slips System as used at Ife. The researcher found out that some of the modifications are working satisfactorily, such as the use of two cards to a book as at Ibadan which makes filing possible under author's surname and date due, both of which aid a desk assistant to quickly answer a query about a book which is out on loan. On the other hand, it results in the use of many stationeries which could increase the operating cost of the system. Or as in the Reverse Browne System as used in Benin-City, the book card is flat instead of being in a pocket form as in a pure Reverse Browne System. The apparent savings in stationeries for making pocket form of book cards are lost, for each book now has two flat book cards instead of one bookcard in pocket form. As such discrepancies are also found in the other systems, one is

therefore led to conclude that perhaps the modifications a
are really not necessary and the systems should have been used in their pure forms instead of making modifications which tend to consume more money. This aspect is worth studying further.

The study also revealed that all the charging systems have provisions for performing all the activities expected of a charging system, namely, each has a provision for registration of readers, charging and discharging books, reserving, recalling and renewing books, collecting fines and revealing overdue materials. But the satisfactory workings of the "provisions" vary from one system to the other. For example, it was found that it is more laborious for a desk assistant to send out an overdue notice in the Straightforward, Reverse Brown and Newark systems than in the Slips System as used at Ilorin or the Bookamatic as formerly used at Ibadan. It is so, because a desk assistant has to copy out by hand or by typing, details of an overdue book into a pre-printed overdue card before posting it to the delinquent borrower. Unlike the Ilorin system where a slip is torn off a "charge" and sent to a reader, thereby saving a lot of staff time and office stationeries. Also the charging of a book gives a reader more job to do, for he does all the writing of author's name, title of book, accession number, his name and address, under the Reverse Browne, Straightforward Browne as used at Ibadan only, the Slips system as at Ife, Ilorin and the Newark system as at Owerri, unlike the pure Straightforward and Bookamatic systems where the reader is not involved. In short,

borrower participation is more in the above systems than in the pure Straightforward Browne system as used at Zaria, Kano etc.

The study further revealed that disciplined and devoted desk staff is necessary for each circulation system to work satisfactorily. This is so because unscrupulous desk staff may manoeuvre devices in a charging system like the reservation, renewal, recalling devices to suit their friends, by ignoring the reservation device, for example, and renewing books for their friends, thereby depriving others of the use of such books.

The study further revealed that the five minimum objectives expected of a charging system, namely the ability to identify the materials charged out, ability to identify the borrower, have a means for securing the return of the materials if they are not returned shortly after the due date, ability to keep count of all materials charged out each day and ability to use efficiently the recall and reserve devices, are not fully met by all the charging systems used in Nigerian university libraries. Not all the systems have a convenient knowledge of the location of every book at all times or the borrower of every book at all times. For example, the Straightforward Browne as used at Zaria, Kano or Maiduguri, cannot tell a reader quickly where a particular book is or who has it. The desk assistant has to search virtually all the "issues" filed by date due and that means searching at least twenty-six places representing the working days of the month, for him to answer the question. The modified Straightforward system as used at Ibadan has two book cards

a book in addition to keeping at the circul tion desk, a tray for filing borrowers tickets in the form of a pocket in which are kept all the tickets a borrower used for each borrowing. All these devices try to give quick answers to (a) where is this book? (b) who has it? The Reverse Browne as used at Benin-City, the Slips System as used at Ilorin and Ife and the Newark as used at Port Harcourt have modifications aimed at providing quick answers to the above questions. But how efficient these modifications in the systems are, is an interesting area for further investigations.

The researcher also included time and cost studies of the various operations under the different charging systems. These studies have their limitations caused by differences, such as the working ability of staff, where some staff are really slow and others are fast, etc. However, the studies are meant to give a rough idea of the elements of time and cost involved in operating each of the systems. The Slips System was found to be the cheapest to operate in terms of cost but moderate in time consumption. More detailed studies also need to be done in these areas.

(b) Conclusions:

An analysis of the data has led to the drawing of certain conclusions from the findings. They include:

1. that there does not seem to be any single system that is the best charging system for all university libraries to adopt. Carl Vitz (1927) remarked that "different systems are suited to different types and sizes of libraries. That systems is best for any particular library which combines

most effectively, simplicity, economy in cost, convenience, accuracy and speed, taking into account both reader and library"[1]. As a justification of this statement all the Nigerian university libraries claim that the systems they are using suit their needs and are therefore the best systems for them. However, the researcher is of the view that every university library should adopt a system that is simple to operate and understand, by both readers and staff. The universities should also adopt a system that is economical, effective and less laborious to operate.

2. The newer university libraries tend to adopt charging systems in use in older universities with which they are connected in some ways, with local modifications. For example, Bayero, Kano which was a campus of ABU until 1960 when it became an autonomous university, is using the Straightforward Browne System. Owerri whose librarian was a senior staff of Nsukka, is using Newark which Nsukka uses. Jos which was a campus of Ibadan uses the Straightforward System as Ibadan. The main reason for this phenomenon seems to be that it is easier and safer to operate a system one knows well and which had been tried out elsewhere with good results than to operate one which has not been well tested on whose faults one may be very ignorant of.

Recommendations:

(a) Type of System

An important aspect of a university library charging system is the ability of the library to locate the whereabouts of any book at any time. This means knowing who has the book, if it is on loan or whether it is in the bindery or sent for

reclassification or put in the reserved collection. The Newark, the Browne and the Slips Systems are slow in answering the question, "who has this book now?" The use of a computer in circulation work will help the reader more quickly in getting a reply to such a question. In addition, a computer is fast, automatic and if fed correctly, very accurate. It makes improvement in the services of circulation by giving extra information available from machine analyses and it makes staff savings possible. Provision of stand by generators to supply electricity when NEPA fails is necessary for this country. Nigerian university libraries should therefore give serious thought to using computer based circulation control systems, the huge initial cost involved, notwithstanding. But until Nigerian universities are in a strong financial position to automate, they should consider critically the following recommendations:-

(i) Registration.

Although registration is useful to a library as listed under survey of literature above, some university libraries in America have reported discarding registration without an increase or decrease in book losses. Statistics are not available to show whether or not this is a universal practice in the USA. But if it is, the libraries there tend to have a sizeable book stock to support the experiment as shown in the student book ratio of some of their libraries shewn in chapter one above. Until Nigerian university libraries increase their student book ratio of 46 at Ibadan to near 160 at Keele University which was founded almost the same time as Ibadan, it is not advisable to discard registration. Nigerian university libraries should continue

to register their readers nd use the figures so got for planning, better, future services to readers, irrespective of the charging systems they use.

(ii) Library Materials:

Nigerian university libraries should continue to stock both book and non-book materials and should endeavour to have equipments which could be used to duplicate some non-book materials to enable those readers who have the hardware, to borrow such materials for home use. The researcher has in mind video cameras and portable recorders for making video films locally of say mathematics lectures, which could be sold to libraries in areas where there are acute shortages of mathematics teachers. Their charging systems should be modified to charge out both softwares (books, films etc) and hardwares (tape recorders, microfilm readers etc).

Tickets and number of materials a reader may borrow.

Nigerian university libraries should continue to issue limited number of tickets to readers (one for each reader in the Newark, Bookamatic and Slips Systems) and to twenty at most in the Browne systems. The idea is to control effectively the number of books each reader may have at a time. Unlimited borrowing should not be embarked upon now, since their bookstocks are limited, as shown in table two under student book ratio, and not large enough to accommodate unlimited borrowing.

Loan Period.

Since the bookstocks of Nigerian university libraries are not very large, none has reached the 1 million mark as yet, it is not advisable to give unlimited loan period to

readers. The present general practice of two weeks initial loan period with a possibility of renewal for another two weeks, is adequate for under-graduates. Staff should have a longer period than under-graduate. A maximum of a term of three months is recommended. The idea of restricting the loan period is to ensure equitable and even circulation of library materials.

Recall, Reservation and renewals.

Nigerian university libraries will continue to offer readers these facilities but the libraries should search for faster and less laborious methods for treating recalls, reservations and renewals. Desk staff should be supervised more strictly to prevent abuses of these facilities in the charging systems. Automatic renewals should be discouraged, for they tend to encourage readers to keep library books for unnecessarily long periods without reading them.

Fines/replacement charges.

Nigerian libraries should continue to impose these levies on defaulters regardless of whether or not the major objective of deterring readers to keep books overdue is achieved. The researcher is of the view that total cancellation of fines/replacement charges for overdue, lost or mutilated book will not auger well for libraries; for readers will tend to abuse the situation by not returning borrowed library materials at all, which may eventually result in all library materials being out on loan.

Statistics.

The researcher found that no Nigerian university library kept records or statistics of problems or complaints made,

either by readers or staff, about the book charging systems they use. These facts nd figures, if available, and when translated into usuable form, are very ncessary to help librarians determine the type of system most effective and economical for a university library. The researcher strongly recommends that such records be kept by all libraries.

Lost Tickets.

Nigerian university libraries tend to overlook, either through design or ignorance, the real dangers of lost tickets and replacing them without thorough investigations. One implication is that when the reader eventually finds the lost tickets, he easily borrows twice as many books as he is entitled to in a system which uses the Browne system, for example. It is hereby recommended that readers who claimed to have lost their tickets should sign their nam s in a notebook indicating how many books they borrow on each visit. This will serve as a precaution against such a reader having more tickets than he is entitled to, if he eventually finds his lost ticket. Or it might prevent unscrupulous readers from using other readers' lost ticket which they might have picked up.

Co-operation with the Registry.

The delay in registering readers under the Browne system is caused mostly by unavailability of admissions lists in the library and in the circulation section, in particular. Zaria overcomes this by giving the registration cards to the student to take to his Head of Department for signature and stamping before he brings them back to the library for processing, thereby causing some delay. The provision of admissions

list in the library, by the Registry will help minimise the delay in registration. The library also needs the co-operation of the Registry in enforcing the presentation of a library's clearance certificate of non-indebtedness as a pre-requisite for claiming one's entitlements (such as deposit money or last salary) when one wants to leave a university finally.

Further research

(a) It is necessary to undertake a study that will ascertain the opinions of readers (students and staff) with regard to the ways to solve further the many problems associated with book charging systems e.g how to get readers to respond promptly to communications (recall, overdue notices etc) from the library.

(b) Further researches should be conducted in other fields of study (e.g management, business etc) to find out which techniques in those fields could be conveniently adapted to librarianship in improving and simplifying operating methods, so as to give librarians more time for the professional aspects of their job.

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APPENDIX

President Kennedy Library,
Institute of Administration,
Ahmadu Bello University,
Kongo Campus,
Zaria.

29th March, 1982.

Dear Sir/Madam,

Questionnaire on "An Evaluative Study of Book Charging Systems in Selected Nigerian University Libraries".

I am conducting the above study in partial fulfilment of the requirements for the award of the M.L.S. degree of Ahmadu Bello University.

Your responses to the attached questionnaire are intended to portray the types of book charging systems in use in different University Libraries in Nigeria, their merits and de-merits and possibilities of easy adoption in other university libraries which may want to change their present issue systems. The ultimate aim of the exercise is improved qualitative services to our readers.

Thanking you for your anticipated co-operation.

Yours sincerely,

Mike C. Eboka.

1. General:
   - (i) Name of Institution.....
   - (ii) Year founded.....
   - (iii) Name of Main Library.....
   - (iv) Seating capacity of Library.....

2. Stock:
   - (i) Total books (titles) in the library
   - (ii) " " (vols.) " " "
   - (iii) Serials (titles) in the library
   - (iv) Serials (vols.) in the library
   - (v) Others (e.g. Govt. Documents) in the library

3. Users:
   - (i) No. of registered readers: (a) Staff
   - (ii) (b) Students: Undergraduates
   - (iii) " Postgraduates
   - (c) Others:
   - (iv) Total users.....

4. Library materials:
   - (i) Categories available for loan in your library are (tick as many)?
     - (a) books (b) Serials (c) Films 8mm, 16mm
     - (d) filmstrips (e) slides (f) gramophone records
     - (g) microfilms (h) microfiche (i) photographs
     - (j) video cassettes (k) maps (l) cassette recorders
     - (m) others.

5. Book charging system (B.C.S.)
   - (i) Name type of B.C.S. used.....
   - (ii) For how long has this system been used in the Main Library?

     Since Institution was founded? ☐

     Two or more years ago ☐

     Not known ☐

6. Tickets:
   - (i) How many tickets are issued to
     (a) Staff? 1-10 ☐ 11-20 ☐ 21-30 ☐ Over 30 ☐

(b) Students (i) Undergraduates
(ii) Postgraduates
(c) Others

(ii) What is the life/duration of each ticket?
(i) Staff - renewable each session ☐ every 2yrs.
☐ every 3yrs.
(ii) Students
(a) undergrads. ☐ " ☐ every 2yrs.
☐ every 3yrs.
(b) Postgrads. ☐ " ☐ every 2yrs.
☐ every 3yrs.
(iii) Others

(iii) Who normally keeps the unused tickets? (Please tick)
(a) The Library
(b) The Staff
(c) The Students
(d) Others

(iv) If a ticket is lost/misplaced, does the library issue/replace the missing ticket?
(a) immediately the report is made
(b) a week later
(c) a month later
(d) not replaced at all till end of session?

(v) Is the ticket/tickets so replaced paid for by the reader?
Yes ☐ ☐ No

(vi) How many times within a session can lost/misplaced tickets be replaced for the same reader?
☐ once
☐ more than once

(vii) When leaving the University finally do readers usually return all tickets issued to them? ☐ yes ☐ no

(viii) What happens to tickets so returned?
(a) Library destroys them immediately
(b) Library keeps them for sometime before destroying them
(c) Library keeps them permanently

7. Borrowing:
(i) How many books are you allowed to borrow at a time

	1-10	11-20	21-30	Over 30
Staff:	☐	☐	☐	☐

Students - Undergrads. ☐ ☐ ☐ ☐

Postgrads. ☐ ☐ ☐ ☐

Others ☐ ☐ ☐ ☐

(ii) How many serials are you allowed to borrow at a time?

	1-10	11-20	21-30	Over 30
Staff:	☐	☐	☐	☐
Students:				
Undergrads.	☐	☐	☐	☐
Postgrads.	☐	☐	☐	☐
Others	☐	☐	☐	☐

(iii) For how long can you keep the borrowed materials?

Books: Staff: ..... Serials: Staff

Students - undergrads. ..... Students - U/Grads.

Postgrads. ..... P/Grads.

Others. ..... Others.

(iv) Are you satisfied with number of books/serials you can borrow at a time: ☐ Yes ☐ No

(v) If no, about how many will you want to borrow at a time? _____

(vi) Are you satisfied with the loan period? ☐ yes ☐ no

(vii) If no, what period will you recommend

1 month ☐ 2 months ☐ 1 term ☐ others ☐

8. Reservation:

(i) Are you allowed to reserve material(s) already out to another reader(s)? ☐ yes ☐ no

(ii) If yes, how often is your reservation request met

always ☐ a few times ☐ never ☐

9. Recall:

(i) How often have you asked your librarian to recall a book you desperately needed?

always ☐ a few times ☐ never ☐

(ii) Have you promptly returned a book which the library recalled?

always ☐ a few times ☐ never ☐

(iii) How do you get the recall notice?

Through your postal address? ☐

Through a telephone call? ☐

Delivered to you personally? ☐

10. Renewal:

(i) How often have you renewed a book you borrowed?

always ☐ a few times ☐ never ☐

(ii) If never, was it because the library did not allow you to renew it? ☐ Yes ☐ No

(iii) How did you renew it?

By going to the library personally to renew it? ☐

By sending someone with the books to renew then? ☐

By telephone? ☐

11. Return of Materials

(i) Have you promptly returned borrowed library materials?

Yes ☐ No ☐

(ii) If no, was the failure to return the materials promptly due to forgetfulness? ☐ Pressure of work? ☐ Others ☐

(iii) If yes, did you return the borrowed materials promptly because (tick as many)

(a) you wanted to obey library regulations?

(b) you have finished using them?

(c) you put needs of others into consideration?

12. Discharging Procedures:

(i) When you return a borrowed library material, does the staff keep you waiting for a long time before returning your tickets to you.

Yes ☐ No ☐ Sometimes ☐

13. Fines:

(i) Should a library charge fines for materials returned after date due?

Yes ☐ No ☐ undecided ☐

(ii) If yes, why? To act as a deterrent? ☐

To ensure accountability of public property? ☐

To act as a source of revenue for the library? ☐

(iii) If yes, what rate do you suggest?

One kobo a day overdue? ☐ Two kobo a day ☐

more than two kobo a day? ☐

(iv) if no, what is your reason?

public property should not be paid for ☐

Library materials are free for all to use? ☐

Collecting fines wastes time, stationery of library? ☐

14. Amnesty (or fines free period for overdue materials)

(i) Should a library give amnesty for long overdue books?

Yes ☐ No ☐

(ii) If yes, how often should it be done

Once a term? ☐ once every other term? ☐
Once every session? ☐

15. Clearance Certificate:

(i) Is library clearance certificate compulsory for Students/Staff who are finally leaving the University?

Yes ☐ No ☐ Sometimes ☐

(ii) Should the university penalise students/staff who do not possess the clearance certificate by withholding their deposits or last salaries?

Yes ☐ No ☐

16. Interlibrary Loans:

(i) Does your library engage in interlibrary loans scheme?

Yes ☐ No ☐

(ii) If yes, are library materials so got charged out to individuals or libraries? Yes ☐ No ☐

(iii) Should materials lost in inter-library loan schemes be written off? Yes ☐ No ☐

17. Records:

(i) What records do you keep? (Tick as many)

(a) Registration Records (b) Issue records
(c) Overdues (d) delinquiet borrowers file
(e) fines record (f) problem books file (g) Others.

(ii) Are these records useful for (a) annual reports
(b) general enquiries (c) Others?

18. Critique:

(i) (a) Are you satisfied with the borrowing system in use in your library?

Yes ☐ No ☐ undecided ☐

(b) In no, what problems does it present to you as a reader? System as a whole is too complex to use ☐
Involves a lot of time ☐ Too many paper work ☐

(ii) As a library staff ☐ too many records kept
☐ time consuming operation
☐ frequent machine break down
☐ shortage of cards, ink, pads.
☐ Too many human errors.

Thank you very much for sparing your time to fill this questionnaire.