

INFLUENCE OF COLLECTION MANAGEMENT SYSTEM ON QUALITY ASSURANCE OF LIBRARY MATERIALS IN ACADEMIC LIBRARIES

Okai, Abutu Shehu CLN
Serials librarian
Kogi State College of Education, Ankpa
Email shehuabutu58@gmail.com
GSM: 08035293298

Usman, Musa Dika
Ramat library
University of Maiduguri Borno State
Email usmandika@gmail.com
GSM: 08039769382

&

Eke, Timothy Chimezie
Kogi State College of Education, Ankpa
Email: timothyeke288@gmail.com
GSM: 08165039845

Abstract

The collection management system is the term most commonly used to describe the area of librarianship that deals with collections of library materials. Collection management involves the development, storage, and preservation of culture property, as well as objects of contemporary, art, literature, technology, and documents in libraries, museums, archives and private collections. It incorporates the variety of functions involved in selecting, acquiring, storing and maintain collections in a cost-effective manner. There has been some challenges to the use of this term in a time when library collections” in corporate a great deal of content that is not physically owned by the library, but generally the term has retained its currency. Collection management needs to be distinguished from the related term of collection development’. A library and information centres, quality assurance involves all the processes, procedures and guidelines that ensure that all the activities are done as planned. Although the two terms may be used interchangeable in some of the library and information studies literature, collection development is usually considered to be a narrower function in that it specifically refers to that part of collection management in which librarians identify and select content (in whatever format) to be added to the collection

Keywords: Quality, Library, Collection, Management, Assurance

INTRODUCTION

Collection Management is a professional practice of collections care which governs library collections According to Ogbuiyi and Okpe (2016); good quality education is impossible without a good quality library hence, the quality of the college library is an important component in the reputation of the institution. This is so because the quality and effectiveness of academic programme of a college are measured in part by the quality of the library. So, there is a need for collection management system for quality assurance of library collection. Collection management is the term commonly used to describe the area of librarianship that deals with collection. Collection management incorporates the variety of functions involved in selecting, acquiring, storing and maintaining collections in a cost-effective manner. There has been some challenge to the use this term in a time when library 'collection' incorporates a great deal of content that is not physically owned by the library, but generally the term has retained its currency. Collection, management needs to be distinguished from the related term of 'collection development'. Although the two terms may be used interchangeably in some of the library and information studies literature, collection development is usually considered to be a narrower function in that it specifically refers to that part of collection management in which librarians identify and select content (in whatever format) to be added to the collection. Given that collection management incorporates varieties of library functions, it is often said to constitute a program. A critical component of a collection management programme is a written collection development policy. This is a document that stipulates in some details the basic principle upon which a library collection is funded, developed and maintained. Such a document can be relevant to the collection activity of any library, from the largest publicly funded library to the smallest privately funded collection. Collection management system involves the development, storage, and preservation of cultural property, as object of contemporary culture (including contemporary art, literature, technology, and documents) in museums, libraries, archives and private collections. The primary goal of collections management is to meet the needs of the individual collector or collecting institution's mission statement, while also ensuring the long-term satiety and sustainability of the cultural objects within the collector's care, collection management, which consist primarily of the administrative responsibilities associated with collection development, is closely related to collections care, which is the physical preservation of cultural heritage.

According to Amusa and Odunewu (2016); collection management system (CMS) are software programs designed to aid in the archiving and cataloging of object in a collection within libraries, archives, and museums. The collection management system helps in the quality assurance of library collection. Quality assurance on the other hand requires a meeting point between the standards established are kept to and reviewed periodically; identification of crucial element that require evaluation; establishment of the procedure review of set standards (Osinulu & Amusa, 2015); Collection constitutes the main aim of library services. It represents the strength of services. Academic library can only implement quality assurance when their collection are large, comprehensive, current and relevant in supporting the curricula of the parent institution and meet

the need of the clientele. The collections must conform to the standards set out by regulating bodies locally and internationally. The quality of an academic library's collection is judged by American Library Association (ALA' 2006), on usability, comprehensiveness, diversity and size, stipulating that the library should provide varied, authoritative, and up-to-date resources that support its mission and the needs of students and staff. Also the human resources that are engaged to deliver information service to the library clientele is equally an indispensable quality assurance variable (Amusa and Odunewu 2016). Quality services need quality knowledgeable, competent staff to provide for information needs of all categories of users of academic libraries. Library environment constitute another quality assurance variable that could influence information service delivery. Environmental factors such as noise, ventilation and lighting are variables that are likely to influence quality information service delivery to the clientele. Without adequate lighting, a library cannot perform its functions, particularly when it is expected to open to user at night, as in the case of academic library (Idachba, 2018). In a similar vein, the funds available to a academic library determine the extent and quality of its functions and services.

COLLECTION MANAGEMENT SYSTEM

Collection management is the term most commonly used to describe the area of librarianship that deals with collection or information resources. Collection management incorporates the varieties of function involved in selecting, acquiring, storing and maintaining collections in a cost-effective manner. Collection Management is a professional practice of collections care which governs library collections and the collection managers. (Encyclopedia of Library and Information Science, (2018). Collection management is the systematic building up of the library holdings. Collection management is also a term representing the process of systematically building a library collection to serve teaching, research, recreational and other needs of the students, learners, staff and the university community. It is also known as information resources management.

According to Chukwusa (2016), collection management is the sum of activities that ensures that the library collection is kept viable and dynamic. He sees it as a planned, continuous, cost effective and preferential acquisition of qualitative, relevant materials to meet the needs of users and the objective of the library. Collection management therefore is not only to be viewed from the angle of growth in volumes and usage of such to reduce user's frustration. Encyclopedia of Library and Information Science says that Library collection is the sum total of library materials: books, manuscripts, serials, government documents, punched cards, computers tapes etc. that makes up the holdings of a particular library.

In view of salman (2016), collection management as the act of library which play an important in quality and quantity of a library's information resources on a continuing basis on order to maximize their use. It is of great importance to note that the strength and weakness of a library is dependent upon the quality and quantity of its collections and that collection management

is not static both a continuous process. Collection management is a planned, system development of a collection based on the objective of the library.

Collection management is a planned, systematic development of a collection based on the objective of the library. Buttressing this collection management is the process of building a collection from an empty library structure or working on an existing collection in order to determine its strength and weakness with the view to correcting the weakness. Furthermore, collection management is the apex of librarianship. Patel (2016). Is of the opinion that collection management is a dynamic and continuous activity which involves the users, the library staff and subject expert on the selection team. It is not an end itself but a means to develop a need based on up to date and balanced collection fit to meet the document and information needs of users.

According to ogbuiyi & okpe (2016); collection management system involves the development, storage, and preservation of cultural property, as well as objects of contemporary culture including contemporary art, literature, technology, and documents in museums, libraries, archives and private collections. The primary goal of collections management is to meet the needs of the individual collector or collecting institutions mission statement, while also ensuring the long time safety and sustainability of the culture objects within the collectors care. Collections management, which consists primarily of the administrative responsibilities associated with collection development, is closely related to collections care, which is the physical preservation of cultural heritage.

QUALITY ASSURANCE IN LIBRARY MANAGEMENT SYSTEM

Quality assurance has advanced over a long period from more old-fashioned quality control activities like final inspection and test to standardization. If an item or service is rejected at the final stage of a process it represents a large investment which cannot be sold to the customer and the rectification at this stage is expensive, difficult and fully visible to the customer or client (Isa & Abubakar, 2017). Quality assurance according to Griffin, (2020), offers control at each stage of the process such that it becomes very difficult to reject. If faults exist, they are identified and corrected prior to any further value being added. It is also important to realize that quality is determined by the intended users, clients, because they are the ones that would know whether the services provided have satisfied their needs and not society in general. (Okebukola, 2014), defined quality assurance as a set of planned and systematic activities implemented to maximize the probability that minimum standards of quality in education are implemented to maximize the probability that minimum standards of quality in education are attained.

Quality assurance as defined by Boraham and Ziarat(2018), is all planning and systemic actions deemed as necessary to provide adequate confidence that a product or service will fulfill specified requirements for quality. (Adebanjo, 2016), opines that quality assurance is a way of measuring, improving, and maintaining the quality of any human activity that has value. Furthermore, it as a means of ensuring that the best practices are encouraged in a social system be

it academic, sports, business, etc. quality assurance process involves setting up standards and ensuring that the standards established are upheld and reviewed periodically.

According to (Kisailowska, 2018), quality assurance is a way of measuring, improving and maintaining the quality of any human activity that has values. It may be academic, sports, performance, business, or economy. Quality assurance is a means of ensuring that the best practices are encouraged in a social system. Kisailowska, (2018), noted that quality assurance principles are a certain form of naming and ordering the actions that are necessary for assuring the quality, for instance of teaching, that later is internally measured and evaluated at a given university, and also externally, during an accreditation process. As a result of this, quality assurance principles are to be used as indicators to ensure compliance. It is noteworthy that quality assurance principles regulate both the external and internal activities of an educational institution.

Quality Assurance (QA) is a management method that is defined as all those planned and systematic actions needed to provide adequate confidence that a product, service or result will satisfy given requirements for quality and be fit for use” a quality assurance programme is defined as the sum total of the activities aimed at achieving that required standard” (ISO, 2014). Any monitoring programme or assessment must aim to produce information that is accurate, reliable and adequate for the intended purpose. The means that a clear idea of the type and specifications of the information sought must be known before the project starts, ie. There must be a data quality objective.

Importance of quality assurance is immense, over the years; quality assurance is seen as one of the important needs for public organization, which in no way economically competitive rather it competes with the quality of their services and products. Quality assurance aims at making sure the library users are satisfied with the services provided by the librarians. Quality needs to be improved on in order to identify the major factors which help to ensure the better availability of library resources.

Quality is like a two sided coin. One side of the library users with their expectations while the other side is the output by the librarians in producing adequate services and products of high standard. This output is quite important because it involves the promise for quality and the promise given by the qualitative work process are always met (Humane, 2020). The enormous task of university library will be achieved through qualitative collection development and information service delivery. This is the area where the weakness and strength of library material collection in both hard and electronic copies are critically looked into in order to meet user’s needs. This could be attained through needs assessments from the various library stakeholders.

According to Dube (2014), the primary drive of an academic library is to serve the curricular, research and community outreach function of its parent organization. This sole drive is achieved through providing mastery of a variety of information form and formats, creating appropriate condition for independent learning for a diverse client base efficiently and effectively.

Poll (2014), cautions the value of libraries is no longer self-evident because of information glut characterized by free web information, and because of this library users are increasingly becoming independent in their information seeking. One way of proving their fitness for purpose is to strengthen the breadth and depth quality assurance strategies. This strategy could be achieved if what McGregor (2014) refers to as a quality journey, which entails continuous evaluation of internal quality management system in related to inputs, output and outcomes of services.

LIBRARY COLLECTION

Library collections are those, materials both print and non print found in libraries which support curricular and personal needs. Print items include: books, magazine, newspaper, pamphlets, and microfilms. Non – print items include: films, disc records, filmstrips, slides, prints, audiotapes, videotapes. Compact discs and computer software.

According to encyclopedia of library and information science (2018), library collections are all the items purchased by a library or library system to satisfy the information needs of its users, including books, periodicals, reference materials music scores, maps, microforms, and non-print media as distinct from equipment and supplies. Some libraries include subscriptions to electronic resources in the materials budget, others fund them separately. Except for gifts and special endowments, the acquisition of library materials is normally funded through the operation budget.

Jegede (2014) defined library collections as those materials made up of books, audio-visual materials, software media, audio-visual hardware and other materials used in teaching and learning process in the library. (Adomi 2016) opine that library collections/resources are the information bearing materials the enable the library to fulfill its users information needs. According to Obedokun (2016), library resources basically are materials that users consult in making decision and also for problem solving. These sources could be primary or secondary. The relevance of a library depends on the utilization of its resources. Library collection/resources are those resources which are preserving in the library and are available for the users.

According to Issac and Ogbona (2017). library collection properly handled the benefit are numerous. in their view library collection made available needed resources to their clientele, assessment of reader's need, formulation of a collection policy, budget analysis, allocation and control, selection and acquisition of materials, location of the materials in the library, evaluation of the collection, weeding of the collection, preservation of collection material, resource sharing, provides practical guidance in day to day selection of reading materials free from personal bias, support and assist in justifying the selection of collection, expresses openly its relationship with the objectives of the parent organization/library, it also increases the use of library resources, inter library loan, resources sharing and library cooperation and networking.

COLLECTION MANAGEMENT SYSTEM

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In view of salman (2020), collection management is the act of improving both the quality and quantity of a library's information resources on a continuing basis in order to maximize their use. It is of great importance to note that the strength and weakness of a library is dependent upon the quality and quantity of its collections and that the collection management is not static but a continuous process. Collection management is a planned, systematic development of a collection based on the objective of the library. Buttressing this collection management is the process of building a collection from an empty library structure or working on an existing collection in order to determine its strength and weakness with the view to correcting the weakness. Furthermore, collection management is dynamic and continuous activities which involve the users, the library staff and subject expert on the selection, it is not an end itself but a means to develop a need based on up to date and balanced collection fit to the document and information need of users. Collection management as a process through which a library build her existing reputation and assurance primarily in their ability to acquire a broad resource base of books, journals, grey, literatures and electronic information resources in advance of demand in order to meet many information needs as possible and enabling libraries meet the users' information needs.

According Ogbuiyi & Okpe (2016).collection management system involves the development, storage, and preservation of cultural property, as well as objects of contemporary

culture (including contemporary art, literature, technology, and documents) in museums, libraries archives and private collections. The primary goal of collection management is to meet the needs of the individual collector or collecting institutions; mission statement, while also ensuring the long-term safety and sustainability of the cultural objects within the collector's care.

Collection management which consists primarily of the administrative responsibilities associated with collection development is closely related to collections care, which is the physical preservation of cultural heritage.

INFLUENCE OF COLLECTION MANAGEMENT ON QUALITY ASSURANCE OF LIBRARY MATERIALS

The quality and quantity of a library's collections according to Ogundipe, (2018); is a major indicator of effective service delivery? (Kulkarni & Deshpand2014); assert that the effectiveness of the library is adjudged by the delivery of excellence service to library patrons through the provision of adequate, comprehensive and unique collection. The comprehensiveness of library collections denote availability and adequacy of current journals, exhaustive subject coverage as well as access to print and non-prints media, the library collection is said to be qualitative when the collection of the library resources are current, relevant in meeting the various needs of library patrons. Collection management is more demanding than collection development because it goes beyond the acquisition of library materials, policy making, preservation and storage, weeding and discarding of stock. It is a combination of several activities which basically deal with the planning, maintenance, preservation, evaluation and dissemination of the library's collection (Khan & Batti, 2016). Collection management policy is required to serve as a guide for the managerial aspect of the collection of any library especially in hybrid academic libraries. This policy will serve as a blueprint to address the challenges encountered by academic libraries as a result of the hybrid and digital paradigm. Hence most academic libraries in the developed countries have started formulating their collection management policies.

In the assessment of collection management and quality assurance of library collection, Kulkarni & Deshpande (2014); revealed that the services rendered to users by the library staff is the most important determinant of quality service delivery as expressed by most of the faculty members of Government Administrative Training Institute (ATI) libraries. Similarity, Adeniran (2016) discovered that the user's satisfaction with library information service delivery is a function of the quality of collection management and staff. The effectiveness of information service delivery is determined by well-stocked and properly arranged information resources manned by well-qualified, experienced, polite and empathetic staff.

Effective collection management activities cannot take place without adequate funding. The present economic stress of most countries especially developing ones has affected libraries. Cheputula (2016) also asserted that lack of funds has affected most institutions to the extent their libraries are not adequately stocked. As asserted by asante (2014) budgeting limitations has

negatively affected the collection management of academic libraries, this means that there is the need academic to set priorities, which in turn will fulfill the goals, objectives and the main function of the institution in question. Evans and (Sponaro, 2015) noted that collection management process will not be complete if it does not incorporate collection evaluation because collection management practices or activities are weighed through collection evaluation. Collection evaluation is the activity which completes Evans proposed collection development cycle. Aina (2014) also stated that collection evaluation is the way of assessing the collection of library. Since that the heart of a library lies on its collections, Simpson (2021) believes that collection evaluation is necessary in academic libraries to ensure that relevant materials are put at the disposal of library users.

I view of Adedibu (2020), positive and consistent collection management strategy is a necessity for any meaningful library development, (Iwara, 2014), sees collection management unit as the strong room and that without acquisition and management of relevant library resources, there will be no library of repute. She also attested to the fact that collection management entails all the processes involved in increasing and developing a library collection and weeding. Since collection management are of different form such as book materials, a proper policy should be adopted in the technical unit which is necessary to keep the document both for conventional and modern ICT based resources to cater for the needs and challenges of present age of millennium which are of immense value to the users.

Pozzebon (2014), opine that, the benefits of collection management includes formulation and revising collection management policies, preparing budget allocation and fund management, selecting materials in all formats for acquisition and access, assessing collections, use collection and use need & requirement, maintaining collection through weeding, cancelation, preservation etc., resource sharing, cooperative collection management that activities, carrying liaison work and other outreach activities in the user community. Collection management helps in identifying the strengths and weakness of materials collected in terms of patron needs and community resources and attempting to correct existing weakness if any.

CONCLUSION

Collection management system as a tool for quality assurance of library collection is very important in information service delivery because it is a determinant of service effectiveness of which quality assurance of library collection is the extent to which an activity or collection fulfills its intended purpose or function. It is also important to realize that quality is determined by the intended users, clients, because they are the ones that would know whether the services provided have satisfied their needs and not the society in general.

RECOMMENDATIONS

1 for effective collection management system the librarians should involve the library committee, seek the opinions of students, researcher and other lectures especially in the selection of information materials

2. The management cannot fund the library alone effectively, so the library should make efforts for internal generation of revenue, liaise with the parent institution to seek fund from relevant bodies like Tertiary Education Trust Fund (TETFund), Donor Agencies and philanthropic organization, individuals for more fund

3. The management should work hand in hand with authorities to employ more librarians for effective service delivery in the implementation of collection management system.

4. Despite their qualification, the library staff should be regularly trained by attending seminars, workshops, symposia among others to equip them with relevant knowledge on the effective collection management system for quality assurance of library materials.

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