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Collection Development Policies and Effective Service Delivery Benue State University Libraries, Nigeria

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Abstract
This study investigated the perceived influence of application of collection development policies on effective service delivery in university libraries in Benue State. Six research objectives with corresponding research questions were raised and two hypotheses were formulated and tested at 0.05 level of significance. The population of the study comprises 172 professional and para professional librarians in three University libraries in Benue State. Census sampling technique was used thereby sampling all the population since it was small and could be relatively handled by the researcher. The instrument employed for data collection was a self-structured questionnaire. The instrument was also trial tested and Cronbach Alpha method was used to determine the internal consistency of the questionnaire items. A reliability coefficient of 0.82 was obtained. Data collected were analysed using percentages, mean and standard deviation to answer the research questions while the null hypotheses were tested using Chi-square. Findings revealed that collection development policies are available in universities libraries in Benue State, collection development policies influence effective service delivery in university libraries in Benue State, application of collection development policies as a tool for effective influence service delivery in university libraries in Benue State and application of collection development policies has significant benefits for effective service delivery in university libraries in Benue State. The constraints associated with application of collection development include shortage of skilled staff, lack of cooperation from parent institution, lack of funds and the poor attitude of staff towards work The study concluded that, if service delivery in university libraries in Benue state in form of selection policy, acquisition policy, selection procedure statement, collection evaluation policy and weeding policy are religiously utilized, the strength and weaknesses in a collection of library materials would be identified and there would be plan to correct the weakness and maintain the strength.

Keywords: University Library, Collection Development, Collection Development Policy, Service Delivery and Influence.

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Introduction

Collection development involves evaluating the strengths and weaknesses of a library's collection and devising a strategy to address weaknesses while maintaining strengths. This term encompasses the systematic process of building a library collection to fulfill the diverse needs of users, including studying, teaching, research, and leisure. It encompasses selecting, acquiring, and processing library materials in various formats to meet both current and future user needs. This process utilizes selection tools like publishers' catalogs, books in print, selection coupons, and recommendations from subject experts. Effective collection development requires a well-structured policy to guide this carefully planned activity. It applies to libraries of all kinds, aligning with their mission to serve as information hubs for scholars and to preserve the intellectual legacy of the current culture for the benefit of future generations of learners.

Ozioko and Ekere (2011) reiterated that collection development policies are written or unwritten rules that specify a plan and relevant information for the choice and purchase of library materials. These policies are useful instruments for determining topic areas that require further attention. Documented collection development strategies provide rationale for the selection of particular items, guaranteeing consistency and balance in the growth of collections. In order to achieve this, collection development policies have to be in line with the organizations or library's mission and overall collection development plan.

It may be argued that genuine collection development policies are formal records that are able to be consulted, examined, and comprehended as needed. Written collection development rules that are documented can lessen the need for explanations and justifications for major departures from established norms, which can lead to abrupt and arbitrary changes in choices and actions. These policies usually state who is in charge of selection, how selection is done, how gifts and donations are handled, how weeding happens, and how collection evaluation is done. A collection development policy offers guidance to library staff and serves as a reference point for them to consult when determining whether to acquire or remove a library document or item, including handling gifts. Adhering to the guidelines outlined in the policy facilitates more consistent and informed decisions regarding the collection, ensuring continuity even during staff turnover.

As noted by Obiano (2021), a collection development policy is a dynamic document subject to periodic review and modification, particularly in the context of the COVID-19 pandemic, which has significantly altered library services. With a shift towards predominantly electronic resources such as e-books, e-journals, and network databases, it is imperative for academic libraries to implement robust collection development policies to ensure the provision of quality and sufficient resources to meet users' information needs.

Gregory and Hanson (2014) reaffirmed the three primary advantages of collection development policies in improving efficient service provision, encompassing informing, directing, and protecting both library staff and users. They elaborated on the informing aspect, highlighting its role as a communication conduit among library staff, administrators, and various stakeholders. The directing aspect is intended to provide selectors with guidelines to ensure collection balance for users, doubling as a training resource for new collection development librarians. Moreover, the protection aspect serves as a justification mechanism

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for selection decisions to users, constituting initial evidence of a library's commitment to authentic collection development.

Despite the various advantages outlined above, there are challenges associated with the implementation of collection development policies (CDPs) in university libraries. Uganneya, Anunobi, and Ape (2019) identified constraints to the application of collection development policies in Nigerian universities, including a lack of cooperation from the parent institution, absence of revision policies, administrative hurdles in policy implementation and upkeep, and insufficient skills/training of information professionals in processing and disseminating indigenous knowledge, among others.

The notion of service delivery in university libraries pertains to providing products or activities that fulfill the requirements of library users. Effective service delivery should be accessible and prompt, available at the appropriate time, location, and scale as per the user's needs. It must also be dependable and trustworthy, delivered according to the user's specifications in a timely manner. Furthermore, it should be user-friendly, presented in formats tailored to the user's preferences to ensure full comprehension by library staff. Moreover, it should be sustainable, affordable, and consistent over time, with the capability to expand to accommodate various types of library services.

University libraries, which are associated with postsecondary educational establishments, serve two purposes: they provide support for faculty and student research projects and curricula. University libraries need to prioritize collection development policies because it is not feasible to maintain comprehensive collections. Librarians accomplish this by determining faculty and student needs and coordinating them with the academic programs and objectives of the university. When specialized sections of university libraries exist, they are frequently referred to as niche collections. These collections, which often include authentic documents, artwork, and artifacts related to a single author or particular subject, serve as the foundation for special collection departments. The ultimate goal of these programs is to offer university library patrons effective and efficient services.

Influence refers to the power that university librarians wield when formulating collection development policies, which has the potential to alter both the targeted information materials and the library patrons. Users' actions, attitudes, decisions, objectives, viewpoints, requirements, and values can all be altered by influence. A key component of leadership, particularly in university libraries, is influence. It focuses on the impact university librarians have on other library staff members. In order to provide the best service delivery possible in university libraries, university librarians must, in particular, have a positive influence on the policies pertaining to collection growth and the lives of people they lead. This is known as the influence dimension of leadership. To make a change in other people particularly professional Librarians, paraprofessional library staff as well as the users of the university libraries to guarantee effective service delivery in university libraries through collection development policies comes with enormous amount of social and ethical burden.

Statement of the Problem

University libraries have explicit written standards called collection development policies that specify the criteria that should be used when choosing books and other items to add to their current holdings. These policies provide professional librarians, non-professionals, and other

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supporting staff members involved in collection building with advice that is crucial to the acquisition of informational items. Professional librarians, non-professional employees, and other library stakeholders are prone to overdo it in some areas to the detriment of other areas if university libraries lack collection development policies. Furthermore, the lack of a policy makes it extremely difficult for the librarian to plan ahead while creating library collections, which further complicates the selection process. It becomes challenging for university libraries to provide efficient service delivery in this situation. It is true that students and other library users suffer when libraries lack clear collection development policies.

Objectives of the Study

The general objective of the study was to examine the perceived influence of application of collection development policies on effective service delivery in university libraries in Benue State. Specifically, the study sought to:

1. Identify the collection development policies available that influence service delivery in university libraries in Benue state.
2. Find the influence of collection development policies on effective service delivery in university libraries in Benue state.

Research Hypotheses

The hypothesis for this study is

H_{01} The types of collection development policies available does not significantly influence service delivery in university libraries in Benue

H_{02} ·Application of collection development policies does not significantly influence service delivery in university libraries in Benue State.

Methodology

The population of the study comprises 172 professional and para professional librarians in Joseph Sarwuan Tarka University, Makurdi, Benue State University, Makurdi and University of Mkar, Mkar in Benue State. The research employed census sampling technique thereby sampling all the population since it was small and could be relatively handled by the researchers. The instrument employed for data collection was a self-structured questionnaire titled "Influence of Application of Collection Development Policy on Effective Service Delivery in University Libraries Questionnaire". The instrument for data collection was submitted to three experts for validation and their comments and suggestions were used to restructure the instrument. The instrument was also trial tested and Cronbach Alpha method was used to determine the internal consistency of the questionnaire items. A reliability coefficient of 0.82 was obtained. Data for the study was collected with the help of research assistants who were staff of the libraries of the three institutions sampled. This resulted in 100% return rate of the questionnaire. Data collected were analysed using percentages, mean and standard deviation to answer the research questions

Results Presentation
The results of the study are presented according to research questions answered below**:**

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Table 1: Frequency and percentage counts on the types of collection development policies available in university libraries in Benue State

S/N	Policies	Frequency			Decision
		N	A	NA	
1	Selection policy	172	143 (83.1)	29 (16.9)	YES
2	Acquisition policy	172	132(76.7)	40(23,3)	YES
3	Selection Procedure Statement	172	109(63.4)	63(36.6)	YES
4	Collection Evaluation policy	172	112(65.1)	60(34.9)	YES
5	Weeding policy	172	75(43.6)	97(56.4)	NO

Key: N= Number, A = Available, NA= Not Available

Table 1 shows that, item 1,2,3 and 4 have percentage scores above the decision point of 50% which signifies available while item 5 have percentage scores less that the decision point of 50% signifying not available. This shows that out of the 5 types of collection development policies available in university libraries in Benue State that were listed, only 1 was not available.

Table 2: Mean scores and standard deviation analysis on the influence of collection development policies on service delivery in university libraries in Benue State.

S/N	ITEMS	N	$\bar{x}$	SD	Decision
1.	Selection policy	172	2.97	0.16	Accepted
2.	Acquisition policy	172	3.09	0.16	Accepted
3.	Selection Procedure Statement	172	3.0	0.16	Accepted
4.	Collection Evaluation policy	172	2.96	0.16	Accepted
5.	Weeding policy	172	2.49	0.15	Rejected
	Cluster Mean Score and Standard Deviation		**2.90**	**0.16**	**Accepted**

Key: N= Number, $\bar{x}$= Mean, SD= Standard Deviation

Table 2 shows that, item 6,7,8 and 9 have mean scores above the decision point of 2.50 while item 10 have mean scores of less that the decision point of 2.50. The cluster means scores and standard deviation was 2.90 and 0.16. This shows that collection development policies have influence on service delivery in university libraries in Benue State.

Table 3: Chi-square test of types of available collection development policies that influence service delivery in university libraries in Benue State

	Df	χ^2	Sig	Alpha Level	Remark
Pearson Chi-square	12	115.513	.000	0.05	S,R
Number of valid cases	172				

P(.000)<0.05. Df= Degree of freedom, χ^2= Chi-square calculated, Sig p-value; P<.05, S= significant, R= rejected.

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Table 3 as presented shows the chi-square analysis on the types of available collection development policies that influence service delivery in university libraries in Benue State. The table reveals χ^2 of 115.513, the significant value (P-value) of 0.000 and the degree of freedom of 12. Since 0.000 (P-value) is < 0.05 (Alpha value), the difference is significant. This implies that types of collection development policies available influence service delivery in university libraries in Benue State. Hence, the null hypothesis of no significance was rejected.

Table 4: Chi-square test of the influence of application of collection development policies service delivery in university libraries in Benue State

	Df	χ^2	Sig	Alpha Level	Remark
Pearson Chi-square	12	85.139	.000	0.05	S,R
Number of valid cases	172				

P(.000)<0.05. Df= Degree of freedom, χ^2= Chi-square calculated, Sig p-value; P<.05, S= significant, R= rejected.

Table 4 as presented shows the chi-square analysis on influence of application of collection development policies on service delivery in university libraries in Benue. The table reveals χ^2 of 85.139, the significant value (P-value) of 0.000 and the degree of freedom of 12. Since 0.000 (P-value) is < 0.05 (Alpha value), this indicates that application of collection development policies significantly influence service delivery in university libraries in Benue State. Therefore, the null hypothesis that states that types of application of collection development policies do not significantly influence service delivery in university libraries in Benue State was rejected

Discussion of the Findings

The study investigated the perceived influence of application of collection development policies on effective service delivery in university libraries in Benue State. Based on the findings of the study, discussions were made on each of the research question the study sought to answer and hypotheses tested.

On the types of collection development policies available that influence service delivery in university libraries in Benue State, the study found service delivery in university libraries in Benue state is influenced by collection development policies that are available. Items on Table 1 such as selection policy, acquisition policy, selection procedure statement, collection evaluation policy and weeding policy were accepted as their percentages and mean scores were above the benchmark of 2.50. The finding was in line with the postulation of Jimoh (2015) who investigated the implementation of information resource development policies in academic libraries in Kaduna State found that, information resource development policies of the academic libraries in Kaduna State with written policy contain most of the components of information resource development policy and this component is extensively covered in the development of their resource. However, the finding of this study is in contrast with the findings of Okogwu and Ekere, (2018) who in their study on collection development policies of electronic resources in University Libraries in Southeast Nigeria posits that, information resource development policies of the academic libraries in Kaduna State with written policy

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contain most of the components of information resource development policy and this component is extensively covered in the development of their resource. The difference in the findings of these studies could emanate from the location of the studies and instrument used in data collection.

On the influence has collection development policies on service delivery in university libraries in Benue state, the study found that, collection development policies influence effective service delivery in university libraries in Benue State. All the items on Table 2 such selection policy, acquisition policy, weeding policy, collection evaluation policy and selection procedure statement were accepted as their mean scores were above the benchmark of 2.50. This finding agrees with that of Edem, and Emeka, (2016), undertook a study on the extent of implementation of collection development policies in academic libraries in Imo State who found that eighty (80%) of the respondents had a collection development policy which were documented. Sixty (60%) of the respondents indicated high implementation of the collection development policy while forty (40%) indicated moderate implementation of the collection development policies. In the same vein, the finding of this study corroborate with that of Uganneya, Anunobi and Ape (2019), investigated the application of collection development policies in documenting religious conflicts without sustaining resentment in selected Nigerian Universities reported that collection development policies such as selection and selection criteria are to a very great extent applied while selection procedure statement and resource sharing policies are applied to a great extent.

The finding of the study on the benefits of the application of collection development policies on service delivery in university libraries in Benue state showed that Application of collection development policies has significant benefits for effective service delivery in university libraries. The findings of the study agree with that of Okwu and Echem (2019) whose study on collection development policies and user satisfaction in University libraries in Rivers State reported a significant influence of collection development policies on users' satisfaction based on knowledge of collection development policy, availability of current resources and evaluation of collection development policy. The finding is also in agreement with that of Obiano (2021) examined the impact of collection development policy on the provision of library resources in academic libraries in Imo state reported that, collection development policy is necessary in collection building in academic libraries in Imo state and in use by all the libraries studied. It helps in the provision of quality print and non-print materials including e-resources for quality services delivery.

The findings on constraints associated with application of collection development policies in university libraries in Benue State showed that application of collection development on service delivery in university libraries is influenced by several constrains raging from inadequate skilled personnel, lack of commitment of staff to work, inadequate funding as well as lack of cooperation from parent institutions. All the items presented on table 5 showed that mean scores above benchmark of 2.50. This finding agrees with that of Obiano (2021) who examined the impact of collection development policy on the provision of library resources in academic libraries in Imo state, Nigeria reported challenges like inadequate funding, inability of the collection development librarian to interpret the policy and adhere to it, lack of coverage of all disciplines and high cost of information resources due to high exchange are challenges faced by university libraries. Similarly, Umoh, Effiom and Igaja (2021) examined the effect of collection development policy on library resources and users in university libraries in South-South Geo-Political Zone of Nigeria and found that problems

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such as funding pattern, information explosion and inflation affect smooth collection development policy in Nigerian university libraries. Furthermore, Uganneya, Anunobi and Ape (2019) investigated the application of collection development policies in documenting religious conflicts without sustaining resentment in selected Nigerian Universities and found that constraints to the application of collection development policies in Nigerian Universities include, lack of cooperation from parent institution, lack of revision policy, administrative bottlenecks to policy implementation and maintenance, lack of skills/training of information professionals in processing and disseminating indigenous information/knowledge for conflict resolution and breakdown in communication of information due to high illiteracy level of the grassroots community members and inadequate technological infrastructure and knowledge among others.

The finding on the strategies for enhancing the application of collection development policies for effective service delivery in university libraries in Benue State showed that, recruitment of qualified professional librarians and paraprofessional library staff by the libraries parent organizations, provision and implementation of a collection development policy in academic library, weeding and removal of damaged materials whose physical conditions make them unsuitable for circulation, increment in university libraries budgetary allocation to meet the needs of libraries patrons and policies specifying who is responsible for selection, treatment for gifts and donations are strategies that will enhance the application of collection development policies for effective service delivery in university libraries in Benue State as each item had a mean scores of above 2.5. This finding agrees with Chukwusa (2012) who recommended proper funding by way of appropriate budgeting allocation for library to enhance collection development policies in university libraries

Summary of the Findings

The following findings emanated from the study based on the research questions answered and hypotheses tested.

1. Types of collection development policies are available in universities in Benue State
2. Collection development policies influence effective service delivery in university libraries in Benue State.

Conclusion

Based on the findings of this study, if service delivery in university libraries in Benue state in form of selection policy, acquisition policy, selection procedure statement, collection evaluation policy and weeding policy religiously utilized, the strength and weaknesses in a collection of library materials would be identified and there would be plan to correct the weakness and maintain the strength. Thus, the selection, acquisition, and processing of library materials in varied formats meant for users' current and future needs would be ensured.

Recommendations

Based on the findings of this study, the following recommendations were made:

1. Universities in Benue State should utilized selection policy, acquisition policy, selection procedure statement, collection evaluation policy and weeding policy in assessing the strengths and weaknesses of their library collection at all times

2. The constrains associated with application of collection development such as shortage of skilled staff, lack of cooperation from parent institution, lack of funds and the poor attitude of staff towards work should be address.

3. To enhancing application of collection development policies in your university library, recruitment of qualified professional librarians and paraprofessional library staff by the libraries parent organizations; provision and implementation of a collection development policy in academic library; weeding and removal of damaged materials and university libraries budgetary allocation should be increased.

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