

**CHALLENGES OF COLLECTION DEVELOPMENT AND ITS EFFECT ON
SERVICES TO LIBRARY USERS: A CASE STUDY OF JOHN HARRIS LIBRARY,
UNIVERSITY OF BENIN, EDO STATE.**



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SEPTEMBER, 2023

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**A RESEARCH PROJECT WRITTEN AND SUBMITTED TO THE DEPARTMENT OF
BUSINESS ADMINISTRATION, FACULTY OF MANAGEMENT SCIENCES,
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THE UNIVERSITY OF BENIN, BENIN CITY**

SEPTEMBER, 2023

DECLARATION

I declare that:

This project work is based on a study undertaken by me in the Department of Business Administration, University of Benin under the supervision of **PROF. V.O IGUISI** This work has not been previously submitted for award of a degree elsewhere.

All ideas and views are product of my personal research effort and all references to works of others have been duly acknowledged.

ALABI Ayomide Stephen

Date: _____

CERTIFICATION

We certify that **ALABI AYOMIDE STEPHEN** with the Matriculation Number **MGS1807974** submitted this research work to the Department of Business Administration, Faculty of Management Sciences, University of Benin, Benin City.

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DEDICATION

This work is dedicated to God Almighty, who in His infinite mercy have seen me through the course of my study, through the hurdles, and brought me this far. Also, to my loving parents, Mr & Mrs Alabi, who have supported and encouraged me through the course of this programme.

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Firstly, my profound gratitude goes to God for helping me throughout the course of this project and giving me the inspiration and strength needed to complete it.

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I owe a great deal of great deal of gratitude to everyone who have contributed to the successful completion of this work and whose role have helped in the course of my programme. I appreciate the person of **MR COLLINS**, for his tremendous assistance and support towards this work; **Dr. D.O OGBEIDE** my course adviser, **DR. S.A. ADEKUNLEI**, Dr. Agbadudu, Dr. Mrs Evelyn Umemezia, Iyahen Ezekiel, and all my lecturers. Your love, encouragement, and support for this work is duly appreciated.

To my dear Parents, MR & Mrs Alabi, my Siblings, friends, and Course mates; all whose names time will fail me mention, I want to say a big thank you for your financial, emotional, spiritual and moral support. God bless you all.

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ABSTRACT

This study investigated the challenges of collection development and its effect on services to library users: a case study of John Harris Library, University of Benin, Edo State.

Five research questions were developed to direct the researcher in achieving the study's goal. 45 librarians from the John Harris library at the University of Benin made up the sample population, and the inquiry used a descriptive survey research design. 45 librarians made up the sample using a proportionate random sampling method. Relevant information was gathered from the sample by direct interaction and distribution of copies of a questionnaire created by researchers about the difficulties of collection development and how they affect library user services (CCDESLUQ).

Tables were used to present the data collected, and mean-based descriptive statistics were used to analyze them. The threshold for making decisions was a mean score of 2.5 on the criterion. The results of the analysis of the data show that the John Harris Library's collection development policies are acquisition and implementation, collection and borrowing, reference, and selection policies; the process includes consideration of user needs, careful selection of importations, weeding of materials (information), and materials ordered are being received and checked at the library during collection development; the challenges of collection development are high; and finally, the findings show that the library's collection development policy is acquisition and implementation. Some of the repercussions include students performing poorly academically, poor and ineffective service delivery, environmental congestion for library users, and inadequate appraisal of items by library users.

The findings led to some recommendations, such as the following: All stakeholders should be involved in the collection development process; more librarians and experts in the field of library and informational services should be hired to reduce the workload for the existing librarians; adequate funding funding for the library should be provided for effective planning and implementation of collection development policies; and deficiencies in adequate facilities in the library should be addressed.

CHAPTER ONE

INTRODUCTION

Background of the Study

The history of library is as old as the history of mankind. Man has a reputation for battling to understand the unknowable. The need to understand the unknown drove man to look for knowledge that could be preserved as enduring sources of knowledge and passed down from one generation to the next. As information resources grew, it became necessary to consolidate them for the benefit of the intended users. Collection development is the process of accumulating information resources for users to use. Okolo, Eserada, Ugboh, and Ngbo (2019).

A university library, usually referred to as an academic library, is a library that is a part of a higher education institution that serves the curriculum of the school as well as the research of university teachers and students. According to Aina (2014), academic institutions are primarily divided into two categories: university and non-university institutions. Examples of non-university institutions include schools of nursing, polytechnic colleges, and colleges of education. The missions of each of these universities' libraries are directly served by the libraries in these institutions. It is a specific area, either real or digital, set aside to contain academic, university, or college-related items supporting the community and curriculum. Due to the impossibility of creating comprehensive collections, academic libraries must choose a focus for collection development. This is accomplished by librarians by determining the needs of the staff and students as well as the university's goals and academic initiatives. Academic libraries that have specialized areas of concentration frequently refer to these as niche collections. (Aina 2014)

Academic libraries are designed to support the university's extracurricular and core academic pursuits, including teaching, research, publications, knowledge preservation, and extension

services. Like the John Harris Library at the University of Benin, they focus their efforts on achieving these goals. The University of Benin (UNIBEN), a federal institution in the Nigerian state of Edo, houses its major library there, the John Harris Library (JHL). The John Harris library acts as the academic center of the university and aims to give its patrons access to information resources and services from its parent organization (University of Benin student handbook, 2020).

Obasuyi (2020) reports that the library contains two E-libraries, 228 Internet-connected computers, a number of electronic databases, over 211,000 current books, 344 volumes of periodicals covering a wide range of subjects, and audio-visual materials. In order to effectively and efficiently meet users' information demands, the John Harris Library has a seating capacity of 700 readers at once, 60 carrels for faculty personnel and research students, and branch libraries in each of its faculties. To meet the informational, research, and educational needs of the host communities, library resources—whether constructed of clay, stone, palm leaves, papyrus, bamboo strips, paper, or digital devices—are gathered (Obasuyi, 2020).

Several library and information science academics have studied the ideas of collection development and collection development policy. This is because collection development is crucial to providing sufficient and well-balanced library resources. To collect something is to take it, receive it, or bring it together, particularly if it is of the same kind. The phrase "collection" can refer to the act of gathering something or somethings together. The term "collection" can also refer to a gathering of people, things, or objects assembled for a specific purpose (Marriam Webster english dictionary,1996).

The process of purchasing books and other informational items for the requirements of library patrons and the wider public is referred to as collection development. It involves providing the

appropriate library materials, replacing or repairing damaged or missing objects, and developing collection-related policies and procedures in order to satisfy the information demands of library users. Samantaray (Rath, Moortimatee & Rath, Pravakar., 2014).

Collection Development is the process by which the strength and weaknesses in the collection are determined—an exercise based on meaningful data, rather than subjective choice—using information resources that have been produced both within and outside the organization. Ameyaw, Florence, and Asante (2016) defined collection development as the process of ensuring that the information needs of the people are met in a timely and economical manner using information resources (Okogwu & Ekere, 2018).

Assessment of user needs, evaluation of the current collection, selection policy determination, coordination of item selection, re-evaluation and storage of portions of the collection, and resource sharing planning are all included in collection development. Collection development is the methodical process of creating library collections to meet the demands of study, teaching, research, leisure, and other library users. Selection and deselection of recent and historical resources, planning of acquisition strategies, and assessment of collections' suitability for user needs are all part of the process. According to Ravikumara and Sawlan (2016), collection development is a useful method for determining users' needs and for carrying out the selection, assessment, weeding, and resource-sharing activities.

Records of human knowledge on paper or in any other form are considered library materials because they are simple to handle, store, use, and preserve over time. There are two formats in which documents are available: print resources and non-print resources. While non-printed resources are those that don't require the use of technology to access their contents, such as video, audio, or visual materials, printed resources are words that are printed, such as textbooks in any

format or documents in physical copies. We need to understand various reading materials, their types, forms, uses, and qualities in order to build a library's collection. The services a library offers its patrons are referred to as library services. This can involve showing people how to use and gain access to the library's resources. Circulation, Reference, Online Book Reservation, Recommendation of Library Material, Current Awareness, Inter Library Loan, Photocopying/Printing, Orientation and Information Sessions, Selective Dissemination of Information, Audio Visual Service, and Multimedia Section are just a few of the library's services and amenities. Unrestricted access to vital materials for advancing society's economy and culture is made possible in large part by library services. By doing thus, they effectively support the advancement and preservation of intellectual freedom while defending democratic principles and basic human rights. Libraries serve a crucial role in society as a hub for knowledge and culture. They provide resources and services that foster learning opportunities, encourage literacy and education, and aid in the development of fresh viewpoints and ideas that are essential to the development of an inventive and creative society. It is impossible to overstate the importance of libraries in the development of human society, (Mir, 2016).

A library is a collection of materials in various formats that are arranged by information specialists or other experts who offer convenient physical, digital, bibliographic, or intellectual access as well as offer targeted services and programs with the mission of educating, informing, or entertaining a variety of audiences with the aim of fostering individual learning and advancing society as a whole. George. Today, every library acquires books and other materials in accordance with its collection development policy. A formal statement of selection principles and criteria, along with instructions on the breadth of subject coverage and specifics like language, region, and time period, can be found in a collection development policy. Edward

(2013) claimed that a collection development policy is the written statement to the plan, offering information for the instruction of the library staff, in place of the aforementioned. Consequently, a policy statement is a document that outlines a course of action and provides information that directs staff members' thinking and decision-making. In particular, the policy is consulted when deciding which subject areas to purchase material for and how much emphasis each area should receive. From the discussion above, it can be concluded that the library's written collection development policy is the means by which it acquires library materials and fulfills its obligation to its patrons. There are procedures for collection development within the policies governing collection development at John Harris Library or other University library (Eberhart, 2010).

Planning and creating effective collections throughout time while taking into account users' assessments of their needs, usage data analysis, and demographic projections—which are typically bound by budgetary constraints—are all part of the collection development process (Sisimwo, 2016). For the purposes of this study, collection development refers to the process of adding books, periodicals, documents, dissertations, maps, atlases, and non-book materials to the library through purchases, gifts, or donations in order to satisfy the information needs of current and potential library users. These materials can also include slides, pictures, databases, electronic books, and other types of non-book materials. The John Harris acquisition branch is in charge of developing collections, and acquisition is regarded as the cornerstone upon which stock development is founded. Stock processing typically kicks off the acquisition process, which concludes when the materials ordered are delivered and approved by the acquisition staff. The availability of well-balanced information resource collections that are pertinent to the various needs of users is a requirement for the efficient delivery of these library services. A rigorous acquisition strategy must be pursued in order to develop balanced and dynamic library

collections that are responsive to user demands. The accomplishment of library goals in general and the satisfaction of patrons' information demands depend on the vital activity of collection building. (Sisimwo, 2016).

It is important to remember that university libraries' primary goal is to gather, preserve, and make material available to users for the purposes of teaching, research, and learning. In addition to the university's traditional roles of teaching, research, and learning, it also serves as a hub for the pursuit, promotion, and dissemination of knowledge, intellectual leadership, the development of human capital, the advancement of social and economic modernization, and the advancement of intra-, inter-, and global understanding. Despite its significance, collection development is one of the most difficult and creative aspects of the library profession. It entails the personnel of the library acquiring a wide range of items to satisfy the needs of its patrons (Sanjay 2016). Numerous obstacles, including decreasing funding, rising reader demand, high information resource costs, non-use of collection development plans, and exchange rate fluctuations, make it difficult for libraries to effectively gather information resources. It should be noted that collection development, which Sisimwo (2016) also mentioned and rightfully so, is a more comprehensive term because it encompasses more than just acquisition and/or selection.

The phrase "Collection Development" has evolved over the last few years to refer to a broad variety of activities connected to the selection, acquisition, and evaluation of library collections. In addition, academic librarians could not have been prepared for the work of collection creation since there may have been unanticipated or undetected difficulties that hindered their effectiveness and efficiency. Additionally, John Harris' librarians' inability to gather, preserve, and make information available to users for teaching, research, and learning may have a negative impact on the academic achievement of the students. This is what the researcher is attempting to

clarify as he investigates the difficulties of collection growth and how they affect library user services: John Harris Library, University of Benin, Edo State: A Case Study

1.1 Statement of the Problem

Activities for collection development vary from library to library. The kind of activity depends on the library's nature. Public libraries were founded to provide services to all members of society, regardless of their age, religion, race, social standing, or area of expertise. Since academic librarians are required to gather information resources that would cover every area of study, the level of difficulties they confront in collection growth are still unknown. There is a dearth of in-depth research on the difficulties of collection growth and how they affect library user services. However, it seems that the process of collection development in John Harris Library is being impacted by decreased financing for libraries, high book prices, a lack of librarians with the necessary skills, inadequate facilities, obsolete or outdated items, and growing user demand (Samantary Rath, Moortimatee & Rath, Pravakar., 2014).

The university library in Benin has constantly taken all essential measures to guarantee a quick expansion of its users' access to library items. According to the researcher's personal observations as a student at John Harris Library and a formal IT student, librarians still struggle to complete their assigned jobs with ease, despite the projected ease of collection development of information resources. Could this be the scenario at the University of Benin's John Harris Library? Therefore, the study's goal is to learn more about the challenges of collection development and how they affect library patron services. John Harris Library, University of Benin, as a case study.

1.2 Objectives of the Study

The study is focused on challenges of collection development and its effect on services to library users: a case study of John Harris Library, University of Benin, Edo State. Specifically, the study seeks to

1. examine the collection development policies in John Harris Library, University of Benin, Edo State.
2. ascertain the processes of collection development in John Harris Library, University of Benin, Edo State.
3. determine the challenges of collection development faced by librarians in John Harris Library, University of Benin, Edo State.
4. ascertain if the challenges of collection development affect services to library users of John Harris Library, University of Benin, Edo State.
5. determine strategies that could be employed to eliminate the challenges of collection development faced by librarians in John Harris Library, University of Benin, Edo State.

1.3 Research Questions

The following questions were raised to guide the study:

1. What are the collection development policies in John Harris Library, University of Benin, Edo State?
2. What are the processes of collection development in John Harris Library, University of Benin, Edo State?
3. What are the challenges of collection development faced by librarians in John Harris Library, University of Benin, Edo State?

4. Do the challenges of collection development affect services to library users of John Harris Library, University of Benin, Edo State?

5. What strategies could be employed to eliminate the challenges of collection development faced by librarians in John Harris Library, University of Benin, Edo State?

1.4 Significance of the Study

The study, which examines issues of collection development and its impact on services to library users: a case study of John Harris Library, University of Benin, Edo State, will be helpful to university administrators, library users, librarians, and scholars.

The study's conclusions would be helpful to university administrators because they would make them aware of the difficulties associated with collection development and how they affect library services. They would also provide suggestions for overcoming these difficulties.

More importantly, the study would also be helpful to library users because its conclusions would encourage positive actions by school authorities to ensure that the difficulties with collection development and how they affect library services are eliminated to give library users satisfaction with library use.

Lastly, the study would be useful to researchers since its findings, if properly documented, would add to the body of literature and serve as a starting point for other research along the same lines.

1.5 Scope and Delimitation of the Study

The study examined solutions that may be used to overcome issues associated with collection development and their impact on library user services. It also discussed the challenges associated with collection development and how they affect library user services. Only the John Harris Library at the University of Benin in Edo State was included in the analysis.

1.6 Definition of Operational Terms

Acquisition: The process of acquiring library resources to meet user demands. It is a method for adding books and other things to the library.

Challenges: are limitations or obstacles that librarians and library customers encountered when using or creating the library.

Collection: A grouping of objects or resources, such as books, articles, journals, research papers, etc.

Development: is the process through which information resources are carefully chosen to satisfy user information needs as well as to ensure that the library has a quality collection for use in teaching and research.

Collection Development: Building a library's collection entails purchasing books and other informational resources to meet users' informational demands. It involves providing the appropriate library materials, replacing or repairing damaged or missing objects, and developing collection-related policies and procedures in order to satisfy the information demands of library users.

Library: is a building or organization that houses intellectual property or materials like dictionaries, books, articles, journals, and research papers. It can be described as a knowledge repository that makes it simple to access and retrieve data. It is an assortment of books and other printed and digital information that has been organized and kept up for use.

Services: These are aids given to library patrons in the form of helpful informational items they require and other services provided in the library.

Users: are those who utilize library resources including books, articles, journals, research papers, dictionaries, encyclopedias, magazines, etc.

CHAPTER TWO

REVIEW OF LITERATURE

This chapter presents the review of related literature under the following sub-ending:

History of John Harris library

Concept of Collection Development

Policy of Collection Development in John Harris library

Process of Collection Development in John Harris library

Importance of collection development to library users

Effect of challenges of collection development on services to library users

Challenges of collection development

Solution to the challenges of collection development in John Harris library

Summary of literature reviewed

2.1 History of John Harris library

In 1970, the University of Benin was established. The National Universities Commission (NUC) granted it the status of a full-fledged university on July 1, 1971, after it began as an Institute of Technology. Col. S. O. Ogbemudia, then Military Governor of Mid-Western State and a Visitor to the University, made the official announcement that the Institute of Technology would now be known as the University of Benin in his budget speech in April 1972. (Centre for excellence and reproductive health, 2019).

The institution's main library, the John Harris Library, was given that name in honor of New Zealander and pioneering university librarian, Prof. John Harris. With the publication of this Institute of Technology edit in 1970, the John Harris library had its start. With the start of the

first academic year, which was scheduled to begin in October 1970, it had been made clear that a library and textbooks would be needed.

The late Mrs. P. Harris, the first university librarian's wife, was recruited to create a plan for the university planning committee by Professor John Harris, who was then a consultant to the Nigerian federal government. Two classrooms were made available for the assembly of furniture and equipment even though the temporary structure hadn't yet been finished. During the institute's foundation day, which signaled its official opening, the library and the staff's initial training were both opened. (Cerhi, 2019)

Over the years, the John Harris Library transformed into a cutting-edge structure with centralized air conditioning. There are 700 seats in the structure. It offers services like photo coping, laminating, binding, and information (both in hard copy and digital form). The library has been computerized, and work is currently being done to build further cutting-edge information technology equipment. The library began an expansion program with the building of libraries in all faculties, including the Ekehuan Road Campus Library and Medical Library, all of which are now operational due to the significant increase in the student population. Additionally, a new Library Extension was constructed to accommodate rising library usage. On the left wing of the main library building, the new Library Extension building rises imposingly and is connected to it via a walk-way on the first floor. It can accommodate roughly three thousand (3,000) readers at once. Additionally, it houses the Abubakar Tafawa Balewa Memorial Trust Fund's gift of the DONALD PATRIDGE E-LEARNING CENTER. It has fifty (50) computers as well as its own bandwidth. It will be accessible for reading and online browsing 24 hours a day. Undergraduate, graduate, and other users of the library may all find what they need thanks to the way it has been set up.

- (a) Undergraduate Area: Open access bookshelves house the numerous subjects taught at the university. To make it easier to use the books, reading desks are also placed close to the bookcases. To accommodate modern books, the Textbook Collection unit has been rearranged. It is on a restricted page..
- (b) Research Area: This consist of:
- i. Serials section where current journals and back-files are shelved and
 - ii. Special collections- a collection of rare books, these, dissertations, official documents of federal and state government as well as publications of International organization such as United Nation Organization (UNO), World health organization (WHO),African union(AU), World Bank etc.

The Strategic Library Automation and Management (SLAM) software is used in the computerization, which started in the year 2000. The SLAM 2,000 series, an Oracle-based database created by Global Software Technologies Ltd. in Benin City, is an integrated library management system with support for all facets of library operations. Acquisition, classification and cataloging, circulation, patron administration, serials, and OPAC. A module for special collections is currently being created to handle cataloging unique documents. Over 90% of the library's records have been successfully converted to SLAM. The OPAC now allows users to conduct online library searches. You can use keywords in the Author, Title, Subject, and Journal Title sections of the OPAC Module to search the library. In this module, you can search any keyword-indexed field. Lecturers and students will be able to access the library collection from the comfort of their workplaces without visiting to the library thanks to the ongoing local area network. (Cerhi, 2019).

The MTN Universities Connect Library at the University of Benin includes a top-notch electronic library that gives students and lecturers access to crucial data for successful study. The electronic library is equipped with 128 networked computers, 3 servers, 2 large-capacity printers, a sound-proof 100KVA generator, VSAT equipment, and internet connectivity. It is connected to top-tier digital libraries around the globe and provides access to electronic books, journals, and magazines in a variety of subject areas. There are six (6) departments at the John Harris library. A professional librarian serves as the section head in each department's sub-division. The departments are as follows:

1. Administration
2. Readers Services
3. Technical
4. Bindery/Reprography
5. ICT
6. Audio-visual (Cerhi, 2019)

Silence must be upheld within and outside the library for both security and discipline reasons. Briefcases, bags, waterproofs, umbrellas, and other items are not permitted in the library; however, if brought in, they must be left there at the owner's risk.

Except for phone chargers, laptops and mobile phones (GSM) are permitted in the library. However, it is advised that students turn their phones to quiet. Any area of the library marked "Private" or "reserved" for employees may only be entered with permission from the librarian. The library is a smoke-free environment. In the library, it is strictly forbidden to use candles or any other type of bare light. No food may be brought inside the library. No book is marked,

vandalized, or otherwise harmed. Any damage to the books they are borrowing from the library is their responsibility.

Every person leaving the library is required to present any books or papers they are carrying to the security staff so they can be searched if necessary. (Centre of Excellence for Innovation in Reproductive Health, (Cerhi, 2019).

2.2 Concept of Collection Development

A collection is the total of all the items that make up a library's holdings, including books, periodicals, papers, dissertations, atlases, maps, slides, and other non-book items like databases, electronic books, and so forth. The reason a facility is called a library is mostly due to its collection, and it is this collection that has made the profession of librarianship necessary. Librarians are trained to manage library collections in an effort to satisfy the needs of information seekers. Beautiful structures, well-trained employees, and cutting-edge information storage and retrieval systems can only be appreciated if users receive first-rate services, according to Nwosu and Udo-(2015) Anyanwu's work. Without live collections, these services are not possible to provide. The process of expanding a library's overall collection is known as collection development, and it includes activities like policy creation, book selection, acquisition, maintenance, and weeding. (2015) Nwosu and Udo-Anyanwu

Although different types of libraries have distinct goals, they are all there to meet user needs. The sole purpose of a library is to satisfy the needs of its users, including those for usefulness, comprehensiveness, currentness, speed, validity, practicality, and efficacy. The knowledge that is available in many documented formats, including printed and electronic forms, is acquired by libraries and preserved there. The availability of information or documents to meet user requests or requirements is an issue for modern libraries. Rapid technology advancements have had a

significant impact on library resources, services, and operations over time. The dissemination, capture, collection, storage, and transfer of information has given library operations and services a fresh boost. Due to the widespread use of computers and the Internet as communication tools, libraries must adjust to changing user needs and make their collections available outside of the library's walls. Libraries may now offer widespread access to global knowledge and become less reliant on printed collections because to advancements in information technology (IT). According to Adomi (2018), libraries must be able to function as a "access organization" that grants users access to a variety of information resources, giving rise to collection development (Edem, Anil, & Ocheibi, 2019).

One of the core responsibilities of the profession of libraries and information is collection development. It entails the choice and acquisition of information resources that will allow librarians and information practitioners to successfully carry out the wide range of tasks for the users. Collection development, according to Olajojo and Akewukereke (2016), encompasses all steps involved in purchasing materials, such as selection, ordering, and payment. Other Library services are founded on a foundation of collection development. It is the deliberate, methodical growth of a collection based on the goals of the library. The process of building a collection consists of buying books and other informational resources to meet the informational demands of library users. It involves providing the appropriate library materials, replacing or repairing damaged or missing objects, and developing collection-related policies and procedures in order to satisfy the information demands of library users. Collection development was defined by Ameyaw, et al., (2016) as the process of ensuring that the public's information demands are satisfied promptly and affordably through the use of information resources created both inside and outside the organization. It is a method for determining the collection's strengths and

shortcomings that is based on meaningful data rather than subjective judgment. Assessment of user needs, evaluation of the current collection, selection policy determination, coordination of item selection, re-evaluation and storage of portions of the collection, and resource sharing planning are all included in collection development (Okogwu and Ekere, 2018).

Collection development is the methodical process of creating library collections to meet the demands of study, teaching, research, leisure, and other library users. According to Ravikumara & Sawlan (2016), collection development is a useful method for determining users' needs and for carrying out the selection, assessment, weeding, and resource-sharing activities. The terms "collection development" and "collection management," though they have different meanings, have been used interchangeably over the years. While collection management encompasses much more than just collection building, collection development entails the selection and acquisition of library materials while taking into account users' current demands and future requirements. It entails controlling how the collection is used, how it is stored, how it is organized, and how library patrons can access it. The procedure entails the selection and deselection of recent and historical resources, the planning of acquisition strategies going forward, and the evaluation of collections to gauge how effectively they meet user needs. (Mir, 2016).

Collection development is described by Prytherch (2015) as "the process of developing a stock purchase programme to satisfy service objectives over a period of years, rather than just to cater for urgent needs." The word requires a depth and quality of stock in addition to associated activity geared for collecting exploitation through publicity. Reitz (2020) broadens the idea by adding specific aspects for need assessment, resource-sharing planning, and material de-selection or weeding. As opposed to Prytherch (2015), who views maintenance as a component of

collection management—which he defines as the organization and upkeep of library stock—starting from collection development principles, prioritizing user needs, and taking into account additional sources of document and information supply to augment local holdings. Thus, collection development is portrayed by Prytherch (2015) as a more strategic activity that is operationalized through the collection management function.

Adewuyi (2015) asserts that collection management extends beyond collection development by emphasizing the effective exploitation of information materials. This is done by highlighting the element of exploitation of Library stock. The aforementioned ideas make it very evident that collection management is more inclusive than collection growth. Collection development includes the selection and acquisition of information resources to satisfy the needs of the user community, collection development policy formulation, and planning for acquisition through user evaluation. On the one hand, collection management organizes and maintains library information resources while including these collection creation operations. According to Meneses (2015), collection management and development involve development policies, user needs assessment, selection of information materials, acquisition, collection evaluation and assessment, de-selection or weeding, intellectual freedom, conservation, and preservation of Library information resources

2.2.1 Policy of Collection Development in John Harris library

The strategy used to develop a library's collection or stock is called a collection development policy. A policy may be a written document or an unwritten convention.

The John Harris Library's goal is to gather information resources in all media, organize them, store them, preserve them, and then make them available to the user community and university teaching, learning, and research programs.

According to Ahmad and Sumaira, (2019), Some academic libraries have the following collection development policies in order to fulfill their mission and goal of effectively disseminating information to their user communities;

- i. Acquisition policy
- ii. Implementation policy
- iii. Circulation policies
- iv. Selection Policy
- v. Circulation policies
- Vi. Borrowing Policies

- vi. Reference Policy.

Acquisition: The term "acquisition policy" refers to the library's guidelines for developing its overall collection. The University of Benin's Ugbowo and Ekehuan campuses' students, faculty, and staff may utilize the John Harris Library for reading, research, and reference purposes. As a result, the John Harris Library's purchase policy is to create a collection of information resources that best meet the needs of its customers both today and in the future. The library wants to create a collection that is at the pinnacle of excellence in every relevant discipline, both qualitatively and statistically.

Implementation policy: The university librarians are in charge of putting the acquisition policy into practice; they may assign some of that obligation to others. The intricacies of putting the policy into practice alter as the university and its expectations change, even though the policy's general outline remains consistent. Provisions for collection evaluation and the use of money allocated for collection development must be made in order to build a collection that meets the policy's objectives.

Subject profiles: The University of Benin's principal disciplines of study and research served as the foundation for the subject profiles the library created to serve as a guide for choosing information sources in various subject areas. The profiles include departments, faculties, and courses.

Selecting accountability: Subject specialists are subject matter experts who are in charge of developing collections in one or more fields. The acquisition librarian collaborates with the topic specialist to design the titles of each subject collection and maintains contact with the academy department's course instructors. They also state that no areas of collection-related development are overlooked and that the collection as a whole is developed comprehensively, consistently, and subjectively. However, the serials librarian fulfills the same duty as the acquisition librarian when choosing a serial publication.

Evaluation: The collection is continuously evaluated by comparing it to qualitative standards that the library's collection committee (CDC) may decide upon.

Distribution of funds: All library monies must be used, and that responsibility rests with the university librarian. Each fiscal year, a portion of the money set aside for information resources is distributed to each academic discipline in accordance with a formula established by collections development.

Selection Procedure: The term "selection policy" refers to the set of rules used to decide whether to add a particular type of information to the collection.

The information sources chosen for library purchase at any moment should be those that are most useful to the university of Benin's faculty, staff, and students. Specific standards that apply to practically all purchases made by libraries include:

- Timely value of the material
- Accuracy of the material
- Authority, honesty and credibility of the author and the publisher
- Usefulness of the material with respect to the existing collection, including:

Appropriateness of the material with to curriculum

Avoidance of expensive material of limited used when they are hold by other libraries in the system or in the region

Avoidance of duplicate information resources

Scarcity of material on the subject

Price of the work in comparison with other equally useful material

Format of the work

Circulation policies

- All members of the university of Benin community who are registered with the library have the privileges of borrowing information from the library.
- External users do not have the privilege of borrowing from the library.
- External users must present a letter of introduction from their institution or organization at the library.

Borrowing Policies: The information resources on open access can be borrowed. However, information on close access – Reference Collection, Serial Collection, Special Collection and Faculty Libraries’ Collection – cannot be borrowed.

- Staff (Academic and non academic) of the university of Benin can borrow up to 5 books for a period of the two weeks.

- Post graduate and under graduate students of the university of Benin 4 up books for a period of two weeks
- Three days of grace period after the due date is given before overdue charges are assessed
- Overdue and recall notices are sent by mail, SMS or phone call.
- Overdue charges are N100 per day per book with no maximum
- All loan privilege may be suspended after 30days is overdue books are not return.
- Borrowed information resources should be return to the to the Circulation Desk on or before 3:00pm on week days

Renewal of Borrow Books

- Library users are eligible to renewed information resources for two weeks before the items is due.
- Book are renewed as often as needed if not demanded by others users

Recall Fine on Borrowed Books

Overdue materials are subject to recall when requested by other library users, and a fine of N200 per day shall apply.

Lost of Borrowed Books

Any lost or misplaced loaned items must be replaced at the current price, plus an administrative fee equal to 50% of the book's current price plus any late fees accrued since the due date. Till fees or charges are paid, all loan privileges will be revoked. When leaving an institution, a library user is required to return all checked out items as well as any accrued penalties. The same conditions also apply when a library user destroys information resources that cannot be repaired.

Reference Procedure

The reference librarian is responsible for carrying out the reference policy of the John Harris Library at the University of Benin. The policy will aid library users by responding to their questions utilizing reference materials like dictionaries, atlases, directories, maps, abstracts, indexes, and online sources, among others. Research transaction, Directional transaction, Library administrative transaction, and other transaction are all covered by the John Harris Library's reference services.

the dissemination of references

The majority of reference items are restricted access; they cannot be removed from the reference area. Customers may check out audio-visual reference materials for use exclusively inside the facility.

citation of other libraries

In some cases, the library may direct a patron to another library in order to quickly and effectively address the patron's information needs. The library does this by giving the user who is being referred to other libraries a letter of introduction.

Citations from different libraries

A letter of introduction from another organization is acceptable, and it will allow the bearer access to the library's collection.

Marijuana laws

A crucial element of Collection development policy is weeding policy. Weeding refers to removing from a library any books that have been determined to be useless or unusable. If a document is withdrawn from the library, it may be fully discarded, donated to another library where it might be beneficial, or retained in a reserve area known as a dormitory library. (University of Benin, John Harris Library. 2021)

2.3 The John Harris Library's collection development procedure

Collection development is an ongoing, dynamic activity that goes through various steps. Users, library personnel, and subject specialists on the selection team are all involved. It serves as a tool to create a balanced, current, and need-based collection that can satisfy users' information and document needs rather of being an aim in itself.

The most significant, if not the most essential, feature of libraries and information centers turns out to be collection development. The John Harris Library at the University of Benin, therefore, expands not only the concept of collection development as a whole but also the individual components of this collective process to intricate and highlights about various aspects associated with these components that are interconnected with each other. This is due to the vast scope of collection development and management in the library. Since each element functions as a separate process, they all work together to further the John Harris Library's objective of effective collection creation. In this regard, the John Harris Library's collection development procedures are listed as follows:

- Community Need Assessment
- Collection Development Policy

- Selection
- Placing Order
- Receiving And Checking
- Evaluation and Weeding. (Sumaira J & Ahmad, 2019).

Community Need Assessment

Whatever the phrase, it refers to the process of building up the library collection in order to enhance the sum of all the collections. There are parties involved in the process who have an interest in the community that the library was founded to serve. It is necessary to check the community at this point to identify any gaps in information resources so those gaps can be filled. Academic staff, students, and the librarian are the stakeholders in academic libraries. The students, on the other hand, do have contact with their fellow students in other institutions who can inform them of the current information materials readily available or being used in their field of study. The academic staff, who are the lecturers, are aware of the books that are required for effective execution of their job, which is the teaching and learning process. (Ahmad and Sumaira J., 2019).

Since the library serves as the community's last bus stop, librarians and staff are in demand. In order to ensure that no department is left out, assessment is charged with the duty of presenting a form and asking the other stakeholders to fill it out as necessary. Then, as professionals in the field of librarianship, they will streamline the suggested information resources, whether in book or non-book format, in accordance with the fund made available for their purchase. The availability of a policy known as the collection development policy has made this possible. It is a document that outlines the dos and don'ts for choosing and obtaining the information resources

that are required to satisfy the information demands of library customers. (Ahmad and Sumaira, 2019).

2.4 Collection Development Policy

A collection development policy is a strategy chosen for growing a library's stock or collection. A policy may not be in writing or it may be. A library's collection development policy is an official written statement of the guidelines used to choose the books and other collections that will be added. It includes the standards for choosing, eliminating, and accepting donations. A collection development policy is a written document that outlines how collection building tasks should be organized, planned, controlled, directed, and implemented. By converting those goals and objectives into clear and specific guidelines for each stage of materials handling - selection, acquisition, processing, housing, weeding, and discard - the John Harris Library is able to define or refine its goals and assist the library collection in conforming to the goals and objectives of the institution and of the library. All subject areas and types of library materials in the John Harris library are covered by these rules. To help the academic staff create course materials for various media and students to profit from them, the library must purchase materials in a variety of formats. (Ahmad and Sumaira J., 2019).

The significance of the John Harris Library's written collection development policy can be summed up as follows:

1. Expresses openly its relationship with the objectives of the parent library.
2. Forms the basis for planning collection development.
3. Provides practical guidance in day to day selection of reading material free from personal bias.
4. Helps in determining the best method of acquisition in the library.

5. Support and assists in justifying the selection a collection.

6. Acts as a rational guide for budget allocation and also helps in long range budget planning by stating priorities and outlining growth and development goals. (Sumaira J & Ahmad, 2019).

Selection

This is the procedure by which the John Harris Library's stakeholders select a product from the wide range of options to improve the information resources that support the parent organization's (to which the library belongs) activities. Following the evaluation of community needs, it is now up to the librarian and other library stakeholders at John Harris to choose from among the many suggested information resources in order to meet user needs. To do this, it is necessary to follow a principle; this principle serves as a set of directives for the librarian and other stakeholders when choosing which items to choose. The following concepts are regarded as the John Harris Library's guiding principles:

1. Financial resources are readily available; hence, the overall quantity of books to be chosen and bought will depend on the funding made available for that purpose.

2. The book's substance before buying it

3. Discrimination should be prohibited. In other words, the book should offer a balanced perspective on all the subjects covered.

4. The information sources ought to contain up-to-date information.

5. A reputable publishing house should be the information resource's publisher.

6. The selectors ought to employ resources like bibliographies, indexes, printed books, book review digest publisher's catalog, etc.

7. The caliber of the materials employed to create the informational material should be taken into account.

8. In order to determine whether the author is an expert in what he or she has written, one should take into account the author's authority. (Ahmad and Sumaira J., 2019).

Making an Order

A vendor order must now be placed by the librarian at John Harris Library when the information resources have been correctly chosen. This purchase order is to use the publishers' or book sellers' services to send the requested information resources to them. Therefore, the suppliers are instructed to send the books on the list that was sent to them within a certain amount of time. It is crucial to understand that purchasing library materials necessitates extensive knowledge of publishers. It is advised to select a publisher due to the inherent financial benefits that come with it.

Getting and Verifying

The collection development librarians are responsible for receiving and evaluating the appropriateness of the ordered information resources when they arrive at the library. A proforma invoice from the vendor or providers of the information resources is typically included with the books or materials. The proforma is a list of books that have been or will be delivered, depending on the situation, as some suppliers prefer to turn it in before the information resources. The following topics are typically covered: the total cost of each title, the number of copies per title, the author, title, edition, location of publication, publisher, and date. The duplicate list and the proforma invoice are typically compared by collection development librarians to ensure that all items ordered were delivered and that the materials are in perfect condition. If not, a message is sent back to the supplier outlining the shortcomings of the current transaction. After everything has been taken care of, the books will be sent to the collection department for processing. As part of this processing, the ownership stamp will be applied to each book to indicate that it is library

property. The book chosen by the library in question frequently has this stamping applied in several places.

The book gets accessioned as soon as the stamping process is finished. A book is accessioned when a special number is given to it to indicate the order in which the books were purchased and added to the library. Despite the possibility of similar titles, no two books are intended to have the same accession number. The bibliographic details about the document, including the serial number of the work, its author, title, location of publication, publisher, date of publication, source of supply, and the price of each book, are kept in a book known as the accession register. The book is then labeled after that. A date due slip, book card, and book pocket are then adhered at this point.

Assessment of the Library Collection

In order to meet consumers' expectations, it is crucial to evaluate both internal and external procedures throughout the collection development cycle. The John Harris Library offers a variety of techniques for determining the caliber of a collection, including expert evaluation, reading lists, bibliographic checks, numerical counts, formulas, standards, interlibrary loan analysis, comparison to other libraries' catalogs, implementation of user surveys, analysis of machine-readable cataloguing data, use of collection maps, and Scat analysis. Other methods of evaluating the library's collection include: comparing portions of it to bibliographies of various kinds; contrasting its strengths in particular topic areas with indicators of local interest (such as student enrollment in courses); and

Analyzing circulation data in an effort to ascertain whether or not the current collection development policy appears to be adequate based on the volume of use. In contrast, when evaluating. (Ahmad and Sumaira J., 2019).

Weeding

A key element of collection development policy is weeding policy. Weeding refers to removing from a library any books that have been determined to be useless or unusable. If a document is withdrawn from the library, it may be fully discarded, donated to another library where it might be beneficial, or retained in a reserve area known as a dormitory library. A policy statement on what items are to be weeded is known as a "weeding policy."

- When should the material be weeded?
- Is the substance weed?
- How do you weed the material?
- How should weeded materials be used?

With the spread of information, millions of documents are currently being released. Some of the previous concepts and views are outmoded as new fields of knowledge emerge. The cost and availability of space for a modern library to acquire all new documents that are pertinent and helpful. For university libraries, space caused by keeping the documents has become a serious issue. Consider document pruning for reasons more than just saving space. Due to frequent use, some of the documents may become worn out. But most importantly, certain papers may become obsolete because they have undergone revisions in a later version or because the information they contain has become unchangeable. In the current day, papers may be deleted once their contents have been transferred to microforms, computer tapes, and disks. (University of Benin, John Harris Library. 2021)

2.5 Collection development is important to library users.

A good collection development plan must be reachable in order to realize virility collection development. A collection development lays out the parameters for organizing, allocating funds

for, choosing, and acquiring library resources. The framework for a planned collection development program in libraries is provided by these considerations. Collection growth enables the library to better serve its customer base. Collection development planning explains the purpose and content of collection development, including how to define the scope of a library's current holdings, plan for ongoing resource development, identify collection strengths and weaknesses, and explain how the institution's objectives, general selection criteria, and intellectual freedom relate to the selection philosophy (Arizona State library, Archives and Public Records, 2017).

In order to suit user needs, collection development recommendations on issues and procedures for picking information materials are provided. Additionally, it offers standards for assessing how well a generated collection satisfies the demands of library users. It outlines concerns regarding collection content, collection format, and who is responsible for choosing and acquiring library information resources. In order to be successful, a collection development must handle the following factors in addition to selection, planning, public relations, collaboration, and resource sharing (consortia).

- Community Profile; • Evaluation of Community Needs; and • Collection Objectives
- Selection Authority
- Selection Standards.
- Purchasers
- Evaluation and assessment of the collection.

A formal policy must be in place. According to the goals of the library and the demands of the users, a clear acquisitions policy should be developed.

Another benefit of developing a strategic collection plan for efficient information distribution is adequate budgeting. The growth of a collection depends on available funding. This implies that the library can only expand its collection using finances that are available.

According to Stacey (2017), the success of a strategy's implementation depends on the efficiency of the budgeting process. The budget translates strategy into a series of immediate action plans and outlines the financial ramifications of those plans for the coming year. A collection must be adequately developed and based on a strategy in order to provide value for the money spent for a library budget, particularly in relation to the users. The amount of money available for collection development is always constrained, thus library directors approach the heads of their organizations or establishments nearly on their knees to request additional money. The creation of collections shouldn't be at the whim of institution leaders. Therefore, if libraries are to acquire, arrange, and make current and sufficient information resources available to their numerous users, realistic budgets should be created for collection development in libraries. The proper selection of library information resources is crucial to collection development. The efficient selection of library materials clearly reflects and caters to the information needs of the users, whether they be members of the general public, staff and students of an academic institution, or other professional bodies, for example (Stacey, 2017).

According to Bakewell (2017), a book must meet the following criteria in order to be approved for purchase:

- (a) Be related to the organization's interest.
- (b) Provide a significant extension of current knowledge or close a coverage gap.
- (c) Provide a cost justification, taking into account the item's relevance, size, price, budgetary constraints, etc. When assessing those items, collection development takes into

account factors like correctness, clarity of communication, board coverage, and attractiveness (Adewuyi, 2015).

Academic libraries construct their selections based on the courses they offer, the needs of their staff and students, including part-time students, as well as their demands.

Another crucial aspect of collection growth is the effective dissemination of information items acquired. Ordering, receiving, and paying are all examples of selection decisions being put into practice. These have to be completed using a method that the collection developer has established. The loop of publishing, selection, request, and provision of materials for usage includes acquisition as a key link. Staff members who work in acquisitions are under pressure to provide prompt, cost-effective service when acquiring information materials. The growth of a collection focuses on systematic and current themes related to the acquisition, purchase, and de-selection of print, other traditional formats of library items (by purchase, gift, exchange, legal deposit), and electronic information resources. 2016 (Olaajo and Akewukereke).

Another crucial aspect of collection development for efficient information distribution is the efficient use of the Internet and library acquisition. One of the most effective technologies for information storage, retrieval, and distribution in modern civilization is the internet, particularly its graphical world wide web (www) (Adewuyi 2015). The Internet, which includes electronic mail (email), UseNet, www, remote login (telnet), file transfer protocol (FTP), online chat, and e-conferencing, provides those connected with it with an unprecedented amount of information that can be used to their advantage. Proper and effective collection development give easy access to the Internet. Due to the daily addition of a vast amount of information, the amount of information on the internet appears to be infinite. Internet improves library partnerships and services, particularly in times of budget cuts by many parent organizations or institutions,

currency changes, and quickly rising periodicals costs; on the other hand, user information needs are growing and diversifying. Additionally, libraries face a challenge as a result of the information boom because they must be more selective than comprehensive when obtaining library resources (Adomi, 2018).

It has been acknowledged that the Online Public Access Catalogue (OPAC), which is gradually replacing the conventional Card Catalogue, is the simplest and most efficient means to inform users about the library's holdings. According to Webb and Grimwood, "Information must be structured so that it is easily accessible physically without too many imposed limitations if it is to be a publicly available resource. Another crucial component of collection creation for library users is collection assessment. It is essential to regularly evaluate library resources to verify their relevance and utility in the present. Simply acquiring, processing, and organizing information resources to fulfill user demands is not sufficient. Collection assessment, often referred to as collection evaluation, is an organized process of carefully examining and describing a library's collection, according to the Arizona State Library, Archives and Public Records (2018). It is the evaluation of how well a collection satisfies a library's goals. Professional librarians create and uphold collection development objectives that are suitable for their users. Collection appraisal is one crucial metric for managing and developing collections, according to Agee (2015). The librarians make sure that the collections they are creating are beneficial and will yield a decent return on their financial investments (Adomi, 2018).

Weeding materials effectively and efficiently is a crucial component of collection growth and administration for library users. Weeding is the process of removing undesired items from the shelves so they can be thrown away or sent to distant storage. This is a crucial component of collection building that makes sure library resources are beneficial and simple for information

seekers to access. Given that community needs and objectives shift, institutional curricula or faculty shift, and significant portions of the collection may slip into the rarely utilized category, this process is essential (Adomi, 2018).

The collection must be systematically weeded in order to maintain its responsiveness to patron needs, according to the analysis and appraisal of the collection as a whole. If librarians don't want the library to quickly turn into a landfill for out-of-date books and other materials that patrons no longer find useful, they need regularly cull their collection. Similar to this, access to information and intellectual freedom are significant collection development library users. According to the American Library Association (ALA) (2015), libraries and librarians protect and promote these rights by choosing, producing, granting access to, identifying, receiving, organizing, instructing users on how to use, and preserving recorded expression regardless of its format. Freedom of expression includes the freedom of speech and corollary right to receive information (IFLA, 2016).

Another crucial aspect of collection expansion for library users is the preservation and conservation of library resources. The conservation and preservation of information resources is a fundamental component of collection development. There is a need to make sure that library and information resources are always in good condition because they are unquestionably very expensive. Otherwise, choosing and purchasing materials without taking the necessary precautions to maintain their longevity will be a huge waste of time and money. (Aina, 2017).

Activities aimed at minimizing deterioration or preventing alterations to the collection are referred to as preservation. This covers upkeep of the facilities, environmental management, secure storage, security, handling skill development, display conditions, and planning for disasters. The library's ability to make its collections accessible to qualified users is one of its

primary objectives. This is always in balance with the requirement to guarantee the resources' preservation as a result of successful collection development.

Effect of Collection Development Challenges on Library User Services

When creating and implementing collection development policies, which directly affect library users, collection development librarians face numerous difficulties. The first significant obstacle to adopting a successful collection development approach is a lack of funding. Every time a parent organization's budget is cut, libraries take the most financial blow. You frequently come across materials that are highly relevant yet out of reach for library patrons. It is crucial to provide the librarian considerable latitude in putting the collection development policies into practice. Due to a shortage of financing, the selection librarian is forced to rely on internally generated income that library patrons must pay for. To make up for the budgetary shortage, grants may also be sought.

Due to unsatisfied patrons, librarians in Nigeria may also be perceived as losing sight of what society expects of them. The fundamental fact is that librarians are not prepared to meet users' needs in the library due to a lack of necessary and efficient facilities for the library's efficient operation. Today's libraries work in extremely challenging environments. Nowadays, very few libraries have the luxury of having enough money to interview users about their needs in order to enhance the services already provided.

Even a basic requirement like selective dissemination of information (S.D.I) services in a research and academic setting has become a luxury. Several years ago, the librarians offered this service, but due to a lack of paper and other resources, this vital function was all but permitted to end. However, library patrons look to librarians to work their magic and fulfill their expectations.

Another significant issue and impact on library users is the student growth rate and the rate of growth of the teaching staff, which do not coincide with the expansion of library items in universities. The number of students admitted to universities throughout the years has increased consistently, whereas the quantity of books the libraries get each year has decreased. A minimum of 10,000 extra students are added to the class each year over the prior one, but the library's collection is never increased in proportion.

Obviously, under such circumstances, libraries are unable to provide library users with good service. This only emphasizes the importance of academic libraries carefully choosing their library contents in order to maximize the collection's effectiveness in relation to the explicit goals and objectives of both the individual library and the parent institution. Lack of or insufficiently competent collection people is another issue. The development of a collection calls for individuals with training in selection, acquisition, computer operation, etc. Without sufficient trained labor, managing the resources is a difficult challenge for librarians, and this can result in inadequate services or information delivery to library patrons. When new e-resources are obtained, the library staff needs several forms of training. The training of the personnel is a continuous activity because there are various resources accessible on the market and technology is evolving quickly. The library personnel may not be able to help people use the resources effectively if they are unfamiliar with the resources that are offered. It is a waste of money and space to have a good collection of materials without having enough qualified people. 2017 (Jensen).

Licensing agreements are crucial for purchasing electronic resources, in contrast to print goods. The complex subject of the license agreement for electronic resources requires consideration. When negotiating a contract, the librarian should be able to recognize the

concerns that need to be resolved. For the fair use of electronic resources, a well-written license agreement is required. Unfortunately, the current survey found that the majority of college libraries lack an e-resources license agreement. This has significantly contributed to library consumers' negative opinions of e-resources. (Benny, 2015).

Another difficulty for the librarian and library customers is the information explosion. Which information to choose for library patrons is a constant source of consternation for selection librarians. The requirements of library customers were threatened by the ineffective selection of information. However, by continuously evaluating user needs, this threat can be neutralized. Only user-generated recommendations will keep the library operating. Once more, the extremely small number of people who are not "depressed" experience what some writers refer to as "a constitutional propensity towards idleness." These people offer justifications for their failure to submit suggestions for library materials that might suit patron needs. Other groups, even within their own communities, are nonetheless unfamiliar with the book world. Expecting these individuals to make book recommendations to the selection committee will be ridiculous. As a result, the majority of them assume that the librarian should handle all user needs in the library without their input. Another category consists of traditional businessmen who have been and still are hiding behind the guise of university teachers. This set of instructors views their former full-time jobs as supplements to their primary businesses outside of the university classroom, thus they scarcely have time to suggest books for choice in the library. (Benny, 2015).

Collection development challenges

In Obidike and Mole (2015), Yacob found that some of the main obstacles to collection development in an African educational institution included poor computerization, inadequate infrastructure, and limited human capability. University libraries in Nigeria confront many

difficulties in developing their collection due to the country's weak technological progress and lack of interest in libraries.

Here are some of the difficulties the Collection Development Department has faced.

1. Relegating the library to a supporting role
2. The library staff's low literacy rate
3. The library staff's obsession with glory
4. A dearth of the necessary knowledge resources
5. Not having enough money. (Yacob in 2015's Obidike and Mole)

Putting the Library in the Distance

The parent organization created the library as a separate entity with the express purpose of working to realize the vision and mission of that organization. However, most libraries, particularly those at private universities, are relegated to the background, depriving them of any voice within the organization. The library's collection development unit finds it challenging to advance its needs as a result of the demotion, and even when it does, those demands are not properly handled. (Yacob in 2015's Obidike and Mole)

Staffing levels at the library are low.

The bible correctly helped us to learn that a worker is deserving of the pay they are entitled. Although the library personnel is employed, they are paid insufficiently, which makes them disinterested in their work. A library collection is something that demands building up, but when the employees are not well taken care of it will make them relax after they must have made their first efforts. They work because they believe they are responsible to God, but they still need to be reminded this. They develop nonchalant attitudes as a result of it. Regarding matters that

have an impact on the growth of their libraries, they display what we would term a sit and watch approach. (Yacob in 2015's Obidike and Mole)

Glory-driven awareness

Some librarians have a tendency to be glory-obsessed; they want to be understood, noticed, and associated with without realizing that a tree alone cannot grow a forest. They only care about how they will appear to be the front-runners, hating the other librarianship work in which they are required to participate.

This is the case because libraries are not departmentalized; instead, they tend to be present everywhere and everywhere but nowhere. They are at odds at the library, which confuses both the administration and all of the patrons.

Lack of Necessary Resources and Information

The fact that few books, especially those dealing with science and technology, are written and published in Nigeria has frequently been stressed in the corpus of literature. Numerous libraries in Nigeria have significant challenges while building their collections due to the expense and process of importing them into the nation and clearing them. (Yacob in 2015's Obidike and Mole)

insufficient financial means

This is seriously considered by many researchers to be a pain in the flesh of humans or a hindrance to advancement in terms of collection development in Nigerian libraries. It is believed that libraries significantly contribute to the accomplishment of the predetermined goals that prompted institutions, organizations, and even individuals to found them. Sadly, libraries barely get it past their warm welcome before becoming mostly neglected. All sorts of libraries in Nigeria are struggling financially, which makes it impossible for them to provide the services

that patrons want. Agim (2015) revealed that a lack of funding makes it harder for selectors to decide whether to renew resources. The amount of money budgeted for education in Nigeria has consistently fallen significantly short of expectations. This has an impact on how well-equipped Nigerian educational institutions are to handle the rapidly expanding trends in resource acquisition. Because most libraries do not routinely receive additional funding for collection development and maintenance, it is challenging to add new resources within tight budgets. (Agim 2015)

Additionally, Moorttimatee, Samantaray, and PravakarRath (2014) hypothesized that collection development challenges exist in any library, regardless of size or kind. The issues encountered are as follows:

increased publication of books, increased price of books and periodicals,

The availability of library resources in several physical formats,

an increase in reader demand,

Fluctuations in the exchange rate, certain bookstores' unfair business practices,

Changes to the buying policy,

No increase in the library's spending,

The allocation of funds to various Departments, the pressure on the librarian to purchase specific books that are irrelevant to the parent institution,

Buying an interdisciplinary title, choosing a title for a reference library, needing more than one copy, etc.

Lack of a mechanism for allocating funds to purchase books and other things

Inability to access the Publishers and Booksellers catalog nationwide,

Foreign literature are not readily available despite a strong directive from the libraries,

Non-selection of books by faculty members from the catalogues of publishers and booksellers, the INB, book exhibitions, etc.

Less desire on the part of the librarian and faculty to properly stock the reference area of the library while taking users' needs into consideration.

Less significance for acquiring/preserving institutional repositories

The librarians' ignorance of the Copyright Act Samantaray, Moortimatee, and PravakarRath (2014)

The John Harris Library's answer to the collection development problems

There should be adequate and proper use of finances and computerization, adequate infrastructure, and adequate human capability toward collection development in an educational institution for effective and efficient collective development in Nigeria. University libraries in Nigeria confront many difficulties in developing their collection due to the country's weak technological progress and lack of interest in libraries.

If there is adequate funding, computerization, infrastructure, and human capacity for collection development in an educational institution, some of the difficulties faced by the collection development department, such as relegating the library to the background, poor staff numeration, glory-driven consciousness of the library staff, lack of required information resources, and lack of financial resources, can be resolved.

If there is a sufficient budget for collection development, the financial problem might be solved most effectively. Agim (2015) revealed that a lack of funding makes it harder for selectors to decide whether to renew resources. The amount of money budgeted for education in Nigeria has consistently fallen significantly short of expectations. This has an impact on how

well-equipped Nigerian educational institutions are to handle the rapidly expanding trends in resource acquisition. Because most libraries do not routinely receive additional funding for collection development and maintenance, it is challenging to add new resources within tight budgets. According to Stacey (2017), the success of a strategy's implementation depends on the efficiency of the budgeting process. The budget translates strategy into a series of immediate action plans and outlines the financial ramifications of those plans for the coming year. 2017 (Stacey),

A good assortment of library information resources should also be available. The efficient selection of library materials clearly reflects and is directed at the informational requirements of the patrons. The general public, staff and students of an academic institution, members of a professional group, etc. all use these libraries and information services. According to Bakewell (2017), a book must meet the following criteria in order to be approved for purchase:

(a) Be related to the organization's interest.

(b) Provide a significant extension of current knowledge or close a coverage gap.

(c) Provide a cost justification, taking into account the item's relevance, size, price, budgetary constraints, etc. When assessing those items, collection development takes into account factors like correctness, clarity of communication, board coverage, and attractiveness. A written policy on libraries in the educational system is essential. According to the goals of the library and the demands of the users, a clear acquisitions policy should be developed. Academic libraries should also base their selection decisions on the curricula provided by the institution as well as the requirements of the staff and students, not to mention part-time learners. 2017 (Bakewell)

Additionally, efficient information material supply should be made available for collection development. Ordering, receiving, and paying are all examples of selection decisions being put into practice. These have to be completed using a method that the collection developer has established. The loop of publishing, selection, request, and provision of materials for usage includes acquisition as a key link. Staff members who work in acquisitions are under pressure to provide prompt, cost-effective service when acquiring information materials. The growth of a collection focuses on systematic and current themes related to the acquisition, purchase, and de-selection of print, other traditional formats of library items (by purchase, gift, exchange, legal deposit), and electronic information resources. (Olajo and Akewukereke, 2016)

2.6 Review Synopsis

The National Universities Commission (NUC) granted the University of Benin the status of a full-fledged university on July 1, 1971. The university was established in 1970 as an institute of technology. Prof. John Harris, a pioneering university librarian from New Zealand, is honored by having his name associated with the university's main library, the John Harris Library, which is located on the Ugbowo campus. With the publication of this Institute of Technology edit in 1970, the John Harris library had its start. With the start of the first academic year, which was scheduled to begin in October 1970, it had been made clear that a library and textbooks would be needed.

The process of increasing a library's overall collection is known as collection development, and it includes activities like policy creation, book selection, acquisition, upkeep, and weeding.

Although different types of libraries have varied goals, all exist to offer the services that consumers demand. The idea of collection development stems from the reality that a library only exists to satisfy the needs of its users, which may include usefulness and comprehensiveness,

currency, speed, validity, practicality, and effectiveness. The strategy used to develop a library's collection or stock is called a collection development policy. Both written and unwritten rules can be considered policies. The John Harris Library's collection development process was examined, including the community need assessment, collection development policy, selection, ordering, receiving and checking, evaluation, and weeding. It is impossible to overstate the significance of collection development since it provides guidance on the decisions and procedures for choosing information resources to meet users' demands. Additionally, it offers standards for assessing how well a generated collection satisfies the demands of library users. It outlines concerns regarding collection content, collection format, and who is responsible for choosing and acquiring library information resources. Some of the main obstacles to collection development included poor infrastructure, inadequate human capability, and inadequate finance and computerization.

2.7 Empirical Review

Samantaray Rath, Moorttimatee & Rath, Pravakar. (2014), examined "Collection Development in Libraries: Challenges and Solutions for Library Professionals." The paper discussed the importance of collection development in libraries. The study found that various factors have to be taken into consideration while developing a qualitative collection for the benefit of the users; some of which include, policies, principles, techniques and procedures, problems associated with collection/development and weeding out as well. The authors concluded that, library professionals need to take utmost care in developing a balanced collection, which enhances the quality of the library.

Philip Hunter & Micheal Day (2005) attempted to identify some of the main issues of collection development that need to be considered when institutional repositories and aggregator services

are established. Two practical suggestions are that collection development policies should clearly state information access, intellectual property rights, intended scope of the quality of collection and that these repositories should develop secondary metadata generation tools that facilitate the production of consistent metadata.

Mary W. Ghikas (1989) in her paper managing academic libraries in the 21st century has commented that collection development in the year 2000 will be characterized by virtual collections where the location, the delivery time and channel will be pre identified. Few articles have been identified on collection development models. The following paragraphs describe the innovative models framed for the purpose of effective collective management in academic libraries. A structural and functional systems model was developed to help librarians switch from crisis managers to strategic planners. Anthony W. Ferguson (1986) designed a model that focused on the environmental factors within which a library operated. He considered the demands made upon libraries, other factors that influenced the library behavior in the decision making process and the variety of outputs or decisions that must be made by a library to stay healthy. There are many factors that affect the collection development model. In the keynote address in the Charleston Conference by MC Clure (1996) suggested that there are six models of Internet based collection development. These models would be suitable for a particular library depending on the library's information infrastructure, skills available among the staff, costs involved, methods of access within and outside the library, licensing and copy right issues. His intention is to link the major functions of collection management with collaborative collections, vendor supplied collections and integrate internet resources into the online public catalogue by creating hot links to the resources in URL address. The functional model has the advantage of improved communication and coordination among librarians with similar responsibilities. The main

difficulty of this model is in coordinating collection activities across a large library with many geographic or client based units. Balancing needs and goals is a challenge. Drucker (1974) analyzed the great strength of the functional model applied to libraries lies on the stability, clarity and high degree of economy. Creth (1989) describes a model that helps the library staff to benefit from different views and new information generated from relevant subject expertise.

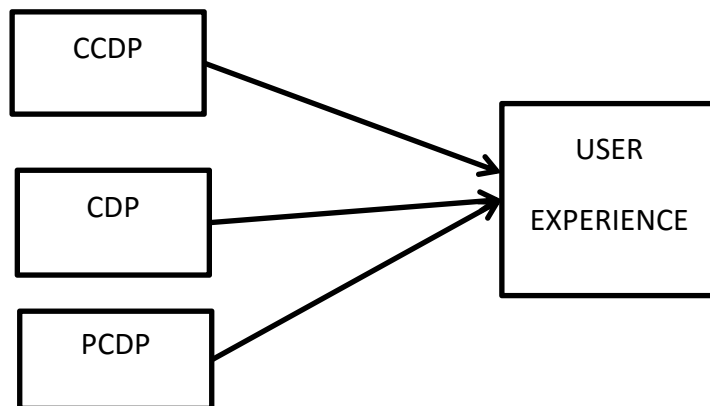
Ali (2020) explored the opportunities and challenges in the management of collection development policy in libraries. Collection development is considered a critical factor in the provision of adequate and relevant information resources in the library. In order to develop a balanced and unbiased collection, libraries formulate a policy that will serve the interest of the entire clientele. Collection development or acquisition librarians encounter challenges (both internal and external) in the process of formulating collection development policy. The study found that acquisition librarians play a vital role in ensuring access to library information resources through the formulation of policies that guide them through this process. The study also discovered that while some libraries have written collection development policies, some have unwritten, and others do not have at all. A good of literature consulted on the subject matter identified inadequate funding, internal and external interference, issues bordering on preservation, donations/gifts, vendors, intellectual property rights and inadequate knowledge of ICT as major impediments militating against the maintenance of balanced collection development policy. The study suggested adequate funding, adequate training and retraining of acquisition librarians in the areas of modern information technology as it relates to formulating guidelines for selecting electronic information resources and minimal interference from the libraries' parent organizations.

2.8 Research Gap

Several studies have been conducted on the subject of collection development in library; however, very few of these studies have sought to empirically examine how the process of collection development impacts on user experience. In line with the literature review, this study seeks to explore the extent to which collection development policies impact on user experience.

2.9 Conceptual Framework

The conceptual model for the study is presented in figure .1



Source: Author's conceptual framework.

The conceptual framework shown in figure 2.1 suggests that, users' experience in the usage of John Haris library is largely a function of the Collection development policies (CDP), Process of collection development policies (PCDP), and the challenges associated with the collection development policies (CCDP).

CHAPTER THREE

METHODOLOGY

3.0 Introduction

This section deals with research method and procedures used by the researcher. In this study, information will be provided on the following areas;

Research Design

Population of the Study

Sample and Sampling Procedure

Research Instrument

Validation of Research Instrument

Reliability of Research Instrument

Method of Data Collection

Method of Data Analysis

3.1 Research Design

This study used a descriptive research design as its methodology. Without changing what triggered the incident or what is being seen, this form of research design is primarily concerned with reporting events as they actually occur. A descriptive study explores what is and presents the situation as it is.

In order to explore and equally ascertain the perspectives, information, and opinions of the students as well as information regarding the difficulties of collection growth and its impact on services to library customers, the researcher selected the descriptive design: Benin City, Edo State, University of Benin, John Harris Library.

3.2 Population of the Study

The John Harris Library staff at the University of Benin makes up the study's population. The John Harris Library at the University of Benin is staffed by 45 librarians, which forms the population for this investigation.

(Source of information: University of Benin (NigeriaJohn)'s Harris Library - 2022).

3.3 Technique for Samples and Sampling

45 librarians make up the sample, all of whom work at the John Harris Library. The proportionate stratified random sample method was utilized for the study. A sort of probability sampling approach known as proportionate stratified random sampling ensures greater sample size representation in relation to the population and ensures that the minority consistent of the population is represented in the sample. As a result, the sample characteristics are more accurate approximations (estimates) of the population characteristics, which also reduces the sampling error.

3.4 Instrument for research

45 structured questionnaire inclusive of two sections; A and B make up the study instrument. The respondents' biographical information was gathered in Section A, while the librarians' comments were gathered in Section B, which contains 25 researchable elements. The survey was changed to use a four-linker scale of measurement;

- Strongly Agreed (SA)

- Agreed (A)
- Disagreed (D)
- Strongly Disagreed (SD)

3.4.1 Validity of the instrument

To make sure that survey items were pertinent to the study's goal and its research questions, the instrument underwent face validation. The researcher's project manager received the instrument when it was first being prepared, and he provided copies of it to three additional lecturers in the subject of library and information science. The items in the questionnaire were thoroughly examined and approved by the researcher's supervisor, to examine whether they were appropriate, sufficient, and relevant for the study's goals and research issues. The corrections, observations, and comments made had an impact. The final researchable items in the study's questionnaire were created as a result of these revisions.

3.4.2 Dependability of the tool

A pre-test research was undertaken to ascertain the instrument's reliability, and the data from the study were used to compute the reliability coefficient. SPSS was used to calculate the instrument's reliability coefficient, which came out to be 0.72. This demonstrated that the goods' dependability was within acceptable bounds.

3.4 Technique Used to Collect Data

The researcher and two research assistants individually handed out copies of the questionnaire to the respondents, which were the chosen librarians at the university of Benin's John Harris Library. When distributing the questionnaire to the library, the research assistants were given instructions by the researcher. For instance, an effort should be made to clarify any questions on

the questionnaire that the respondents found unclear. The completed questionnaires were gathered and randomly examined.

- Strongly Agreed SA 4
- Agreed A 3
- Disagree D 2
- Strongly Disagree SD 1

3.5 Method of data analysis

In order to statistically assess the data and provide answers to the study's four research questions, mean (\bar{x}) scores and standard deviation were used. The responses were rated on a four-point scale with nominal values of highly Agreed, Agreed, Disagree, and Strongly Disagree. For each respondent's choice, the frequency scores were calculated, and the mean was calculated. The threshold value or point is 2.5. This means that everything with a mean of 2.5 or higher was considered acceptable, whereas anything with a mean of less than 2.5 was rejected.

$$E \text{ Mean} = \frac{\sum X}{N}$$

$$\sum = \text{Summation}$$

$$X = \text{Number of response}$$

$$N = \text{Total number of respondent}$$

$$\text{Mean} = \frac{4+3+2+1}{4}$$

$$= \frac{10}{4}$$

$$= 2.5$$

CHAPTER FOUR
DATA PRESENTATION, ANALYSIS, INTERPRETATION OF RESULTS, AND
DISCUSSION OF FINDINGS

4.0 Introduction

This chapter deals with the presentation and analysis of data collected in the course of the study and discussion of findings

This chapter presents the analysis, results, and findings of the data obtained from respondents through the administration of questionnaire to management and staff of John Harris Library, University of Benin city, Edo state; on the topic: challenges of collection development and its effect on services to library users: A case study of John Harris Library. The data are presented in tabular form to facilitate ease of understanding and interpretation. The data analysis also includes the regression analysis used in describing the relationship between the variables, and the acceptance or rejection of the formulated hypothesis.

4.1 Questionnaire administration

Organization	Administered	Retrieved	Not Retrieved	Return rate
John Harris Library	45	45	-	100%

Source: Author's fieldwork, 2023.

The table above shows the proportion of questionnaires retrieved from the respondents (John Harris Library). A total of 45 questionnaire was distributed by the researcher as obtained from the sample size; and the entire 45 copies (representing 100%) of the questionnaire were retrieved and used for the analysis.

4.2 DEMOGRAPHICS OF RESPONDENTS.

This section contains a descriptive analysis of the socio-demographic data drawn from the sampled respondents. The socio-demographic variables include Gender, Marital status, Age, Educational qualification, and Work experience.

Table 4.2.1 Gender Of Respondents

GENDER

	Frequency	Percent	Valid Percent	Cumulative Percent
MALE	29	64.4	64.4	64.4
Valid FEMALE	16	35.6	64.4	100.0
Total	45	100.0	100.0	

Source: Authors estimation from SPSS, 22

The gender distribution as obtained from table 4.2.1 above shows that 29 representing 64.4% of the respondents were male, while 35.6% (16) of the respondents were female; thus indicating that the majority of the respondents were male.

Table 4.2.4 Marital Status

MARITAL STATUS

	Frequency	Percent	Valid Percent	Cumulative Percent
MARRIED	31	68.9	68.9	68.9
Valid SINGLE	14	31.1	68.9	100.0
Total	45	100.0	100.0	

Source: Authors estimation from SPSS, 22

Table 4.2.4 shows the relationship status of respondents. Data obtained from the respondents showed that 14 (31.1%) of the respondents were Married, while 31 (68.9%) of the respondents were Single.

Table 4.2.2 Age Of Respondents

AGE CATEGORY				
	Frequency	Percent	Valid Percent	Cumulative Percent
Below 25	7	15.6	15.6	15.6
26-35	25	55.6	55.6	71.6
Valid 36-45	11	24.4	24.4	96.0
Above 45	2	4.0	4.0	100.0
Total	107	100.0	100.0	

Source: Authors estimation from SPSS, 22

Table 4.2.2 above shows the age distribution of the respondents obtained from the 45 copies of the questionnaires retrieved from the respondents. The result showed that majority of the respondents were within the ages of 26-35 years with a frequency of 25 representing 55.6% of the study sample, followed by those within the ages of 36-45 years with a frequency of 11 which represents 24.4 percent of the population. The least represented were those within the age ranges of 45 years and above with 2 respondent representing 4.0% of the study sample; while those within ranges below 25 years had a representation of 7 (15.6%) respondents.

Table 4.2.5 Educational Qualification

EDUCATIONAL QUALIFICATION

	Frequency	Percent	Valid Percent	Cumulative Percent
OND/NCE	5	11.1	11.1	11.1
BACHELORS DEGREE	30	66.7	66.7	77.8
POSTGRADUATE	10	22.2	22.2	100.0
Total	45	100.0	100.0	

Source: Authors estimation from SPSS, 22

Data obtained from table 4.2.5 shows the educational profile of the respondents. Analysis of the data showed that; 11.1% (5) of the respondents had a Diploma's degree. The data further showed that majority of the respondents were holders of Bachelor's degrees with a representation of 66.7% (30) of the population; while those with a postgraduate qualification were 10 representing 22.2% of the respondents.

Table 4.2.7 Work Experience

WORK EXPERIENCE

	Frequency	Percent	Valid Percent	Cumulative Percent
Below 5 years	10	22.2	22.2	22.2
5-10 years	20	44.4	44.4	66.6
11-15 years	12	26.7	26.7	93.3
15 years and above	3	6.7	6.7	100.0
Total	107	100.0	100.0	

Source: Authors estimation from SPSS, 22

Table 4.2.7 shows the work experience/the number of years of the respondents active engagement in the organization. Analysis of the data revealed that a vast majority of the study

respondents, which made up 44.4% (20) of the study sample have worked in the organization for a period of 5-10 years; while 10, representing 22.2% of the respondents have been with the organization for a period below 5 years. The result also showed that only 3 (6.7%) of the respondent have been in the organization for a period above 15 years; while those with a working period of 5-10 years had 12 (26.7%) representation.

4.3 Reliability Test

In this study, the researcher structured the questionnaires across the study variables. In analyzing the data, the researcher conducted a reliability test by employing Cronbach Alpha test of statistical reliability for the questions. The result obtained is presented in the table below.

Table 4.3 Reliability Result of the Research Instrument

VARIABLES	QUESTIONS	CRONBACH ALPHA
Collection development policy	1-5	0.786
Process of Collection development	6-10	0.755
Challenges of Collection development	11-15	0.804
Effects of Challenges of Collection development	16-20	0.727
Strategies to solving the Challenges of Collection development	21-25	0.777

Source: Researcher's Computation (2022)

Iheanacho, (2014) notes that cronbach alpha value reaching or exceeding 0.70 is statistically reliable. The result of the cronbach alpha value from table 4.3 above for each of the variables and the total variables (questionnaire) indicated they all exceeded 0.70. This therefore means that

each of the variable and the whole questionnaire is statistically reliable as the questionnaires have a high degree of consistency.

ANALYSIS OF RESPONSES ANSWERING THE RESEARCH QUESTIONS

4.4 IMPACT OF CAREER MANAGEMNET ON ORGANIZATIONAL PERFORMANCE

This section shows the analysis of the research variables (dependent and independent) which were conceptualized to guide the study. The statistical descriptive mean and frequency were employed to describe and analyze the aggregated responses of the respondents to the questionnaire distributed.

Research Question One: What are the collection development policies in John Harris Library, University of Benin, Edo State?

To answer this question, questionnaire items were formulated to draw responses from the respondents as represented in the Table one.

Table 1: Mean analysis of collection development policies in John Harris Library, University of Benin

S/N	Collection development policies	N	Theoretical Mean	X	Calculated Mean	Remark
1	John Harris library has acquisition and implementation policies	45	2.5	125	2.8	High
2	Collection are collection development policy	45	2.5	132	2.9	High

	in John Harris library					
3	Borrowing policy is among collection development policy in John Harris	45	2.5	119	2.6	High
4	Reference policy is not included in collection development policy in John Harris library	45	2.5	100	2.2	Low
5	selection is a collection development policy in john Harris library	45	2.5	136	3.0	High
Cluster Mean					2.7	High

The examination of the data in Table 1 showed that John Harris Library, University of Benin, has a high level of collection development policies, as indicated by the Cluster Mean of 2.7, which denotes the existence of such policies. However, item 1, 2 and 3 displayed calculated means of 2.8, 2.9, and 2.6, respectively, which are higher than the theoretical mean of 2.5 and illustrate that collection development policies at John Harris Library include acquisition and implementation, collecting and borrowing. The estimated mean for item 4 is 2.2, which is lower than the theoretical mean of 2.5 and suggests that the John Harris Library's collection development policy includes reference policy. The estimated mean for item 5, which is 3.0, is higher than the theoretical mean, which is 2.5. This demonstrates that the John Harris Library's collection development policy is selection.

Research Question Two: What are the processes of collection development in John Harris Library, University of Benin, Edo State?

To answer this question, questionnaire items were formulated to draw responses from the respondents as represented in the Table two

Table 2: Mean analysis of processes of collection development in John Harris Library, University of Benin, Edo State

S/N	Process of collection development in john Harris library	N	Theoretical Mean	X	Calculated	Remark
6	User's need are being consider during collection development	45	2.5	148	3.3	High
7	Importations\materials are carefully selected while developing a collection	45	2.5	144	3.2	High
8	Weeding of materials\information are necessary during a collection development	45	2.5	155	3.4	High
9	Material ordered are being received and check at the library	45	2.5	154	3.4	High
10	Students are being carried along during collection development	45	2.5	98	2.1	Low
Cluster Mean					3.1	High

Table 2 showed that John Harris Library's collection development process is strong, with a cluster mean of 3.1. More specifically, the estimated means for items 6, 7, 8, and 9 were 3.3, 3.2, 3.4, and 3.4, respectively, which are higher than the theoretical mean of 2.5. It shows that user needs are taken into account when building a collection, materials are carefully chosen while building a collection, information weeding is important while building a collection, and materials ordered are received and checked out at the library while building a collection.

But item 10 had computed averages of 2.1, indicating that students are not being kept in mind as the John Harris Library develops its collection.

Research Question Three: What are the challenges of collection development faced by librarians in John Harris Library, University of Benin, Edo State?

To answer this question, questionnaire items were formulated to draw responses from the respondents as represented in the Table three

Table 3: Mean analysis of the challenges of collection development faced by librarians in John Harris Library, University of Benin.

S/N	Challenges of collection development	N	Theoretical Mean	X	Calculated	Remark
11	Inadequate assessment of materials by librarians	45	2.5	130	2.9	High
12	Lack of expert and qualified librarians is a hindrance to collection development	45	2.5	153	3.4	High
13	Adequate finance is being provided for collection development	45	2.5	100	2.2	Low
14	Increasing numbers of library users affect the effectiveness of collection development	45	2.5	140	3.1	High
15	Inadequate facilities is a major challenges in collection development	45	2.5	160	3.6	High
Cluster Mean					3.0	High

Table 3's findings showed that, with a cluster mean of 3.0, collection development presents significant obstacles. Furthermore, the computed means for items 11 and 12 were 2.9 and 3.4, respectively, which are higher than the assumed mean of 2.5. This showed that the John Harris Library's collection development is being hampered by poor examination of the materials by librarians and a shortage of competent and experienced librarians. The estimated mean for item 13 was 2.2, which is lower than the assumed mean of 2.5. This shows that insufficient funding is being given for collection development.

Items 14 and 15 showed estimated means of 3.1, 3.6, and 3.0, respectively, which are higher than the theoretical mean of 2.5, in the same view. This indicates The effectiveness of collection development is impacted by the growth in library patronage, and collection development faces significant hurdles due to inadequate facilities.

Research Question Four: Do the challenges of collection development affect services to library users of John Harris Library, University of Benin, Edo State?

To answer this question, questionnaire items were formulated to draw responses from the respondents as represented in the Table four.

Table 4: Mean analysis of effect of the challenges of collection development on services to library users of John Harris Library, University of Benin

S/N	Effect of the challenges of collection development to library users	N	Theoretical Mean	X	Calculated	Remark
16	Inadequate assessment of materials by library	45	2.5	175	3.9	High

	users					
17	Library users will receive poor and ineffective service delivery when library is underfunded	45	2.5	147	3.3	High
18	Library users do experience environmental congestion as a result of increase in library users	45	2.5	167	3.7	High
19	Students underperform academically when library is not functioning effectively	45	2.5	142	3.2	High
20	Library users are be discourages when there is poor service delivering from librarians	45	2.5	150	3.3	High
Cluster Mean					3.5	High

From Table 4, the finding revealed that the effect of the challenges of collection development to library users is high with the cluster mean of 3.5 as against theoretical mean of 2.5. Furthermore, items 16, 17, 18, 19 and 20 has the calculated mean of 3.9, 3.3, 3.2 and 3.3 respectively which are greater than the theoretical mean of 2.5. This means that inadequate assessment of materials by library users is one of the effects of the challenges of collection development to library users. Also, library users will receive poor and ineffective service delivery when library is underfunded, in the same vein, library users do experience environmental congestion as a result of increase in library users. Students underperform academically when library is not functioning effectively and Library users are be discourages when there is poor service delivering from librarians.

Research Question Five: What strategies could be employed to eliminate the challenges of collection development faced by librarians in John Harris Library, University of Benin, Edo State?

To answer this question, questionnaire items were formulated to draw responses from the respondents as represented on the Table five

Table 5: Strategies that could be employed to eliminate the challenges of collection development faced by librarians in John Harris Library, University of Benin

S/N	Strategies to solve the challenges of collection development	N	Theoretical Mean	X	Calculated	Remark
20	More librarians should be employ to reduce the work load for the existing librarians	45	2.5	127	2.8	High
21	There should be adequate finances funding for library	45	2.5	158	3.5	High
23	Periodic evaluation should be done to access the needs of library users	45	2.5	150	3.3	High
24	All stake holders should not be involved in the process of collection development	45	2.5	82	1.8	Low
25	Lack of adequate facilities should be overlook by library stakeholder	45	2.5	70	1.5	Low
Cluster Mean					2.8	High

From Table 5, the finding revealed that the Strategies to solve the challenges of collection development is high with a cluster mean of 2.8 which is greater than the theoretical of 2.5. However, items 20 and 21 have the calculated means of 2.8 and 3.5 which are greater than the theoretical mean of 2.5 respectively. This mean that more librarians should be employ to reduce the work load for the existing librarians, there should be adequate finances funding for library and more librarians should be employ to reduce the work load for the existing librarians respective. More so, items 24 and 25 have the calculated mean of 1.8 and 1.5 which are less than the theoretical of 2.5 respectively. These shows that all stake holders should be involved in the process of collection development and lack of adequate facilities should not be over look by library stakeholder respectively.

Discussion of Findings

On collection development policies in John Harris library, the result from this study revealed that collection development policies in John Harris Library University of Benin is high with the Cluster Mean of 2.7 which is greater than theoretical mean of 2.5. This shows that there are collection development policies in John Harris library. The collection development policies revealed in this study include: acquisition and implementation, Collection and borrowing, reference and selection policies. This finding is in agreement with John Harris Library, University of Benin (2021) that stated earlier that the John Harris library has acquisition policy, implementation policy, circulation policies, selection policy, circulation policies, and borrowing policies.

Furthermore, the result from this study revealed that the process of collection development in john Harris library is high with a cluster mean of 3.1 which above the theoretical mean of 2.5. This means that there are process in collection development policy in john Harris library. Some

of these process revealed in this study include: consideration of user's need, carefully selection of materials, Weeding of materials (information) and materials ordered are being received and check at the library during collection development. This result is also in agreement with University of Benin (2021) which stated that, community need assessment, collection development policy, selection, placing order, receiving and checking, evaluation and weeding are the process of collection development in John Harris library.

In the same vein, the result from this study revealed that the challenges of collection development are high with a cluster mean of 3.0 which is above the theoretical mean of 2.5. This means that there are challenges in collection development in John Harris library. Challenges revealed in this study are inadequate assessment of materials by librarians, lack of expert and qualified librarians, inadequate finance is being provided for collection development, increasing numbers of library users and inadequate facilities. This finding is in line with Yacob in Obidike and Mole (2015) who postulated that inadequate computerization, inadequate infrastructure, and inadequate human capacity were some of the major challenges towards collection development in an educational institution in Africa. Also in agreement with this result is Agim (2015) who disclosed that inadequate budget adds challenges for selectors in making decisions for renewal of resources.

Furthermore, the finding from this study revealed that the effect of the challenges of collection development to library users is high with the cluster mean of 3.5 as against theoretical mean of 2.5. This means that the challenges of collection development have effect on library users. Some of the effects showed in this study are inadequate assessment of materials by library users, receiving of poor and ineffective service delivery by library users, library users experiencing environmental congestion and students underperforming academically. This in

agreement with Jensen (2017) who pined that managing the resources without adequate skilled manpower is a challenging task for the librarians and this can lead to poor services or information delivery to library users.

More so the finding from this study revealed that the strategies to solve the challenges of collection development are high with a cluster mean of 2.8 which is greater than the theoretical of 2.5. This means that there are strategies put in place to solve the problem of collection development in John Harris library. Strategies revealed in this study include: more librarians should be employ to reduce the work load for the existing librarians, there should be adequate finances funding for library and periodic evaluation are done to access the needs of library. In agreement with this result is Jensen (2017) who pines that collection development requires skilled personnel in selection, acquisition, computer operation. Also in agreement with this study is Olojo and Akewukereke (2016) who stated that there should be efficient acquisition of information materials delivery for collection development, implementation of selection decisions, ordering, receipt, and payment.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

Summary

The study was carried out to determine the challenges of collection development and its effect on services to library users: a case study of John Harris Library, University of Benin. The study population consists of 45 librarians from the John Harris library, university of Benin. The researcher used structured questionnaire as the instrument for the data collection. Descriptive Survey research design was adopted for this study. A total number of 45 librarians from the John Harris library, university of Benin were used for the study. The data collected were presented in Tables and analyzed using descriptive statistics comprising of mean. A criterion of mean score of 2.5 was used as the benchmark for the purpose of decision making. The analysis of the data produces the following findings which include:

1. Collection development policy in John Harris library is high. The collection development policies revealed in this study include: acquisition and implementation, Collection and borrowing, reference and selection policies.
2. The process of collection development in John Harris library is high, Some of these process include: consideration of user's need, carefully selection of importations\materials, Weeding of materials (information) and materials ordered are being received and check at the library during collection development.

3. The challenges of collection development are high. The Challenges include inadequate assessment of materials by librarians, lack of expect and qualified librarians, inadequate finance is being provided for collection development, increasing numbers of library users and inadequate facilities.

4. The effect of the challenges of collection development to library users is high. Some of the effects are inadequate assessment of materials by library users, receiving of poor and ineffective service delivery by library users, library users experiencing environmental congestion and students underperforming academically.

5. The strategies to solve the challenges of collection development are high. Strategies revealed in this study include more employment of librarians, adequate finances funding for library, periodic evaluation and lack of adequate facilities are not being look over by library stakeholder.

Conclusion

The result of the above research findings lead to the following conclusions that the collection development policies of John Harris library include: acquisition and implementation, Collection and borrowing, reference and selection policies. Also, the process of collection development in John Harris library include: consideration of user's need, carefully selection of materials, Weeding of materials (information) and materials ordered are being received and check at the library during collection development. Furthermore, the challenges of collection development include inadequate assessment of materials by librarians, lack of expect and qualified librarians, inadequate finance is being provided for collection development, increasing number of library users and inadequate facilities. In the same vein, the effect of the challenges of collection development to library users is high. The effects are inadequate assessment of materials by

library users, receiving of poor and ineffective service delivery by library users, library users experiencing environmental congestion

and students underperforming academically. Furthermore, the strategies to solve the challenges of collection development include employment of librarians, adequate finances funding for library, periodic evaluation and lack of adequate facilities are not being look over by library stakeholder.

Recommendation

1. More librarians and expert in the field of library and informational service should be employ to reduce the work load for the existing librarians.
2. There should be adequate finances funding for libraries for effective planning and implementation of collection development policies
3. All stake holders should be involved in the process of collection development
4. Lacks of adequate facilities in the library should not be over look by library stakeholder.

Contribution to Knowledge

1.The knowledge from this study would be of great used and benefit to researchers as the findings of the study properly documented would add to the body of literature and also act as a reference point for further research in the line of the study.

2. This study presents empirical evidences on challenges of collection development and its effect on services to library users. This serves as a basis for future use by Stakeholders, ministries of education, and tertiary institutions at both federal and state levels to be able to design useful and

effective information protocols that will enable and foster adequate collection building process in academic libraries in regards to academic excellence.

3. The knowledge from this study would be of benefit to John Harris library university of Benin as it would expose them to the challenges of collection development and its effect on services to library users and would also outline strategies on how these challenges can be eliminated.

4. More so, the study would also be of benefit to library users as its findings would prompt positive reactions by school authorities to ensure that the challenges of collection development and its effect on services to library users are eliminated so as to give library users satisfaction on library use.

Suggestion for Further Study

1. A further study should be carried out on the effect of poor implementation of collection development policies on academic performance of undergraduates Nigeria.

2. A further study should be carried out on the level of librarians' utilization of collection development policy in John Harris library and students' academic performance in the university of Benin

3. A study should be done on the effect of negative attitude of librarians towards application of collection development policy on the academic performance of undergraduate students in Edo state.

APPENDIX

UNIVERSITY OF BENIN, BENIN CITY
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF BUSINESS ADMINISTRATION

QUESTIONNAIRE

To be responded to by Librarians in John Harris library University of Benin

This is a study on challenges of collection development and its effect on service to library users: a case study of John Harris Library University of Benin.

Please complete the structured questionnaire by ticking the relevant box or filling the blank spaces. If you have any question, please ask before you start. Provide the details below and then proceed to answer the questions. Please note that the information you are giving would be used for research purposes and would be treated with confidentiality.

SECTION A

1. Gender: Male [] Female []
2. Age Group: Below 25 [] 26 – 35 [] 36 – 45 [] Above 45 []
3. Educational Qualification: OND/NC E [] Degree [] Masters and above []
4. Working Experience: Below 5years [] 5 – 10 years [] 11 – 15 years [] 15 and above years []

SECTION B

Instruction: Kindly read each of the following statements carefully and indicate by ticking (√) the appropriate column. The options are:

SA = Strongly Agree

D= Disagree

A= Agree

SD= Strongly Disagree

S/N	VARIABLES	SA	A	D	SD
Collection Development policies in John Harris library					
1	John Harris library has acquisition and implementation policies				
2	Selection is a collection development policy in John Harris Library				
3	Borrowing policy is among collection development policy in John Harris Library				
4	Reference policy is not included in collection development policy in John Harris Library				
5	Selection is a collection development policy in john Harris Library				
Process of Collection Development in John Harris library					
6	User's need are being consider during collection development				
7	Materials are carefully selected while developing a collection				
8	Weeding of materials\information are necessary during a collection development				
9	Material ordered are being received and check at the library				
10	Students are being carried along during collection development				
Challenges of Collection Development					
11	Inadequate assessment of materials by librarians				

12	Lack of expert and qualified librarians is a hindrance to collection development				
13	Adequate finance is being provided for collection development				
14	Increasing numbers of library users affect the effectiveness of collection development				
15	Inadequate facilities is a major challenges in collection development				
Effect of the Challenges of Collection Development to Library Users					
16	Inadequate assessment of material by library users				
17	Library users receive poor and ineffective service delivery when library is underfunded				
18	Library users do experience environmental congestion as a result of increase in library users				
19	Students underperform academically when library is not functioning ineffectively				
20	Library users are being discourage from using library when there is poor service delivery from librarians				
Strategies to solve The Challenges of Collection Development					
21	More librarians should be employ to reduce the work load for the existing librarians				
22	There should be adequate finances funding for library				
23	Periodic evaluation should be done to access the needs of library users				
24	All stake holders should not be involved in the process of collection development				

25	Lack of adequate facilities should be overlook by library stakeholder				
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