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Management of A Scholarly Journal in Africa : A Success Story

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Abstract

The genesis of the *African Journal of Library, Archives and Information Science* and an evaluation carried out after five years are discussed. Two hundred and thirty six manuscripts were received during the period considered. Manuscripts were received from 15 countries with Nigeria accounting for 67.8 %. Only 35.17 % of the manuscripts received were accepted. There were subscribers from 16 countries in Africa and 10 countries outside Africa with 53.72% of the subscribers from Nigeria. Seventy nine percent of the subscription was by direct purchase while 16.12% was through subscription agents. Majority of the subscribers were from university and special libraries. Archives constituted only 2.07% of the subscribers. During the period covered the journal was produced on schedule. The postal and banking systems in Nigeria affected the management of the Journal. The paper concludes that a sustainable journal could only be produced in Africa if it depends mainly on foreign subscriptions and advertisements.

Introduction

Scholarly journals are the vehicle for communicating research findings by researchers and scholars. They provide a forum for reporting latest research endeavours in the form of empirical investigations, theoretical aspects of the discipline, state of the art papers, etc. In addition they serve as the information outlet for researchers on conferences, workshops, and reviews of latest publications in their disciplines. The papers in scholarly journals would have been subjected to peer evaluation through the refereeing process.

Scholarly journals occupy a pre-eminent position in extending the frontiers of knowledge and they are the principal medium for disseminating new knowledge. They are the repositories of original contribution to knowledge, hence they are very important for the development and promotion of a discipline. Professional and learned societies are the main producers of scholarly journals. This is not unexpected given

the fact that the primary mission of a learned society is to promote the discipline of that society. Members of a learned society have a common interest since it is expected that every member will hold a professional qualification or an advanced degree relevant to that discipline. Therefore most learned societies strive to maintain scholarly journals.

Apart from learned societies, academic departments especially those in the universities are also active in producing scholarly journals. Governments also produce scholarly journals through their various agencies. In Europe and the United States of America, the involvement of commercial publishers in the management of scholarly journals is also prevalent. In addition to the editorial management of the journals, the various sponsoring bodies are expected to fund the journal with respect to printing, distribution, postage, etc. Various sources for funding a journal include subventions, subscriptions, advertisements and in some cases financial support by the authors.

These journals are expected to appear periodically and continually. Depending on the research capacity of a particular discipline and the financial capability of the sponsoring body, the frequency of appearance varies from once or twice a year to six times a year or even monthly. Most scholarly journals, however, come out quarterly.

In Africa most scholarly journals suffer a variety of problems, the most common being the short life span of a majority of the scholarly journals. Many of these publications cease to exist immediately they are established. In most cases, those that stay afloat come out irregularly sometimes 2-3 years behind schedule. Azubuike et al (1990) in a study of mortality rates of Nigerian scientific journals succinctly painted the pathetic state of journals in Nigeria as follows:

For journals started in 1970 or earlier, 13 per cent of them ceased publication in their second year; 20 per cent in the fourth year, and 33 per cent in their 10th year. That is to say that 66 per cent of them have ceased publication. Those started in 1975 or earlier, a set incorporating the former, 4 per cent of the journals were published for only one year; 20 per cent in their fourth year and 32 per cent in their fifth year of publication. That is to say that 66 per cent of this have ceased publication. For journals started in 1980 or earlier, 15 per cent were not published beyond the first year.

Ifidon (1992) in his study of the state of Nigerian library journal publishing corroborates Azubuike when he lamented thus:

The life span of Nigerian journals varies from one journal to another. In general the average life expectancy is about two years. During this short period only one or two issues are published. Those that stay active find it difficult to maintain their frequency of publication. At best two issues are published together, well after the publication date.

The recurring problem of journal publishing in Africa is the high mortality rate as espoused by Wise (1992) when he stated that it is difficult to have journal of limited interest in Africa to achieve a stable existence within a short time of its initial launch.

It is the consensus of scholars and government policy makers that research must flourish and an avenue to publish must also be in place. However with the pathetic situation of journals dying as soon as they appear, it will be difficult to disseminate new knowledge as widely as possible in Africa.

The implications are clearly obvious as journals that are published outside Africa can only cover a limited portion of the research findings in Africa, and even those that cover Africa substantially are not widely available to local scholars. This is because the foreign exchange component involved in subscribing to the journal is very scarce in Africa, hence libraries are not able to place scholarly journals published abroad on subscription.

As a result of the high mortality rate of scholarly journals in science and technology, the Nigerian government in 1976 through the Nigerian Council for Science and Technology started giving subsidies to major scientific professional societies. These are the publishers of journals with high circulation in Nigeria but the subsidies did not improve the situation as many societies only took the subsidies without publishing any journal (Akande, 1980). In 1979, the Government sponsored the publishing of scholarly journals in the fields of agriculture, medicine, engineering and science through the National Science and Technology Development Agency. A full-time managing editor was employed to manage the journals, although the editorial policy was solely in the hands of scholars scattered throughout the universities. The editors-in-chief of the three journals were paid honoraria. It was thought that this method would ensure regularity and also enhance high quality journals since finance would no longer be an impediment. Unfortunately the experiment was an unmitigated disaster. The journals appeared for only one year before going into oblivion.

The state of journal publishing in other African countries is even more pathetic than the situation in Nigeria. Majority of the learned societies in African countries are not able to sponsor scholarly journals in many disciplines, principally because of very small membership, and where efforts were made to start one, the same situation in Nigeria was experienced. Prichard (1990) gave a grim picture of African librarianship periodicals in which he treated comprehensively how many African periodicals in librarianship evolved and ceased after a short period.

Azubuike et.al (1990) provided probable reasons for this unhappy situation. He listed among others, incompleteness of information for contributors, inadequacy of information for correspondence, lateness and lack of periodicity, inappropriate pricing, limited copies produced for circulation, poor distribution, poor promotion, non-coverage in indexing and abstracting services, low citedness and low impact in international science, uncertain financial capacity among others.

A workshop was sponsored by the International Federation of Library Associations and Institutions (IFLA) in 1992 in Kano, Nigeria for editors of journals in library science in Africa. The principal objective was to brainstorm on how this pathetic state of affairs could be ameliorated. So far, there has been limited success on the sustainability of journals in Africa which was the main theme of the workshop.

It is however imperative that research findings must be reported in local journals which will generally be more accessible to local researchers than if the papers were sent to journals outside the continent. In order to resolve this dilemma, an experiment of producing a journal by a commercial venture in Nigeria was strongly considered. It was reasoned that a journal that is professionally managed and fully funded on a profit making basis was likely to survive the difficulties that other scholarly journals in Africa have encountered, hence the decision to launch the *African Journal of Library, Archives and Information Science* (AJLAIS).

Background Information

We were fully aware of the implications of starting a journal having been actively involved in the running of two scholarly journals in library and information studies in Nigeria. In 1982, the *Nigerian Library and Information Science Review* (NLISR) was floated by the Nigerian Library Association, Oyo State Chapter. The first author of this paper was privileged to be the chairman of the Association. He subsequently became the acting editor-in-chief from 1987-89. The second author on the other hand, was a foundation member of the editorial board of the journal. In 1983, the Department of Library Studies, University of Ibadan also floated a scholarly journal, *Nigerian Journal of Library and Information Studies* (NJLIS). Both authors were members of the department and participated actively in the establishment of the journal. The frequency of the two journals was expected to be twice a year.

Before these journals were established, the only flourishing scholarly journal in librarianship in Nigeria was the *Nigerian Libraries*, published by the Nigerian Library Association. Unfortunately the journal which could be compared with any other international journal in terms of its content and regular appearance in the first ten years suddenly found itself in a state of coma. It was no longer regular. At a point it was three years behind schedule and yet the yearning to publish research findings in Nigeria was growing.

According to Banjo (1992) Ibadan University Press which was publishing and supporting the journal withdrew its support hence it stopped printing and marketing the journal. Many arrangements were made to keep the journal afloat but these only resulted in combining many issues for one year. These issues were coming many years behind schedule. Thus the establishment of NLISR and NJLIS was well received among the information professionals in Nigeria.

Unfortunately these two journals could not fulfil the role that was expected of them for different reasons. NJLIS which was poised to fill the vacant position of *Nigerian Libraries* as a serious refereed journal survived for only two years. Its greatest strength was the availability of high quality manuscripts since only papers that had been subjected to vigorous assessment were accepted and published. However, the undoing of the journal was management problem as a change in the leadership of the department affected the management of the journal. It was only published in 1983 and 1984. NLISR, on the other hand, had enough goodwill from members of the Association who saw it as their baby and wanted it to survive by all means. Initially,

funds did not constitute any major problem. Before the journal was inaugurated in 1983, money to finance the journal for two years was guaranteed. It was thought that after the initial two years the journal would be able to pay itself through subscription. Unfortunately by the end of the first two years the cost of production was so enormous that while it appeared on schedule in 1983 and 1984, the 1985 issue did not appear until 1987 and the two issues for 1985 were combined. Similarly the 1986 issue was not even printed, it appeared in the form of a mimeograph and one year behind schedule. In 1987, the first author of this paper took over as the acting editor-in-chief and it was evident that the only way the journal could be saved was to inject some funds into it. As a result, the acting editor-in-chief organised two national workshops on newspaper indexing in 1988 and 1989. In addition, the sponsoring body of the journal, against the advice of the ag. editor-in-chief insisted that authors should pay for their manuscripts once they had been accepted for publication, although this yielded less than 10 percent of the production cost. The money accruing from the two national workshops was used mainly in producing the issues for 1987, 1988 and 1989. Two issues were printed for each year. Although NLISR is still struggling to stay afloat, the on-going structural adjustment programme in Nigeria has badly affected it. The latest issue came out in 1992. It should be noted, however that NLISR is still one of the most up-to-date journals in Nigeria.

In addition to NLISR and NJLIS, the University of Port-Harcourt Library, Nigeria also started a librarianship journal titled *Library Waves*. The first author of this paper was one of the contributors to the maiden issue of the journal. In order to boost the finances of the journal, authors whose papers had been accepted were expected to pay subscription for one year (It was expected to appear twice a year). Apart from the first issue, the authors never received the second issue which they had paid for. The journal died in the same year.

One interesting feature in our involvement with journal publishing in Nigeria is that foreign subscribers are willing to subscribe to scholarly journals in Nigeria. Many letters meant for *Nigerian Libraries* which were sent to the Ibadan University Press, its initial publishers were always referred to the first author of this paper. These were always orders for *Nigerian Libraries*. Similarly NLISR used to receive many requests about the journal from foreign subscribers. So it was obvious that if scholarly journals could come out regularly, there was a market for them outside the country.

It is with all these in mind that AJLAIS was conceived and born. There is no doubt that there was a need for a continental journal that would address issues in the information profession. However such a journal would only succeed if it is professionally managed on a sustainable basis.

Mission and Vision Statement

Since the journal was to be run profitably it was thought necessary to have a mission statement for the journal. This is to ensure that efforts would be made to attain its

mission. In order to gauge the achievement of the journal it was also envisaged that it would be evaluated at the end of every five years.

Mission

To provide on a regular and sustainable basis an excellent scholarly journal that will provide a forum for librarians, documentalists, archivists and other information specialists, for reporting empirical research findings, studies on highly theoretical aspects of the various disciplines in the information profession, with emphasis on the Africa setting. The journal will serve as a gateway for the latest developments in the information profession all over the world and Africa in particular.

Vision

The journal is expected to be the major medium for reporting research findings in the information profession in Africa at the end of the five year period.

Goals

These are what the journal aims to achieve :

- 1.To publish only manuscripts in any area of the information profession with emphasis on the Africa setting, that have been peer evaluated;
- 2.The journal will be published twice a year (April and October) and to appear on schedule;
- 3.The quality of the journal in terms of printing should be of the highest standard;
- 4.To provide information on the latest developments in the profession on general issues as well as selected personalities;
- 5.It should be truly a continental journal;
- 6.The journal will be financed mainly by subscriptions and to a lesser extent by advertisements; and
- 7.To produce a journal at no cost to the author besides the normal postal charges when corresponding with the editor-in-chief.

Objectives

The methods of attaining the goals as listed above constitute the objectives. These are :

- 1.To attract a lot of foreign subscribers so as to be able to source foreign exchange, hence the journal will be publicised throughout the world especially in Europe, North America and Southern Africa. The target should be at least 100 foreign subscribers;

2. High quality manuscripts will be obtained from potential authors throughout Africa through adequate publicity;
3. All issues must be ready at least one month before the schedule date and they should be dispatched to all the subscribers;
4. To deal with manuscripts within a relatively short period and to keep authors informed of the developments with respect to their manuscripts. Thus manuscripts will be acknowledged as soon as possible and sent to assessors within two days of receipt. In all cases, decisions on manuscripts will be communicated to the authors within a maximum of three months of receipt of manuscripts;
5. Efforts would be made to ensure that the journal is covered by international indexing and abstracting services;
6. Provision of one copy of the journal in which an article has appeared and 20 copies of the reprints of the article to the author;
7. To include articles from at least four countries in each issue;
8. To include news items and other features that will be of interest to information professionals in Africa; and
9. To produce 1000 copies for every issue for distribution to institutional and individual subscribers, authors of articles, members of editorial board and regular assessors of articles in the journal.

Planning and Implementation

Having formulated a mission statement, the strategy for attaining the goals of the journal became a crucial factor. The planning period commenced in 1989. There are many factors to be considered in planning for a scholarly journal, however five factors were considered crucial and they are listed below in order of importance:

- (a) a strong financial base;
- (b) a pool of high quality manuscripts;
- (c) capable editorial management;
- (d) peer evaluation; and
- (e) good quality production

Financial Base

From the onset it was clear that the journal would be financed entirely on subscriptions and advertisements, however the need to have the initial funds for running the journal for the first two years was obvious to us. It was therefore thought necessary that a commercial publisher would have to be involved if we were going to realise our dream. Publishers in Nigeria like many publishers in developing countries

prefer to invest in the publishing of primary and secondary school textbooks. This is understandable given the large number of potential buyers as this guarantees profit which is the main purpose for which the companies were established. To expect a commercial publisher to invest in a journal of limited subject interest such as the proposed journal was almost an up-hill task. The climate in Nigeria, however at the time this journal was conceived, was unfavourable as the currency (naira) which used to be stronger than US dollars plummeted in 1986 when the Nigerian Government adopted the International Monetary Fund (IMF) inspired structural adjustment programme. By 1989, the currency exchanged at N10 to one US dollar compared with the pre-1986 when N0.66 was equal to US\$ 1. This was more than 1000% devaluation in three years, so any venture that would attract foreign exchange was considered attractive hence it was therefore not difficult in attracting a fledgling commercial publisher to invest in this venture.

It was projected in 1989 that given the large number of major libraries in Nigeria (estimated at about 1000 in 1989) the journal would be subscribed to by at least 500 libraries in Nigeria and if the journal could muster at least 100 subscribers abroad it would have been a worth while project. The journal would have broken even by 1993 and from 1994 onwards it would be making profit. In arriving at the estimated cost of the journal, these items were taken into consideration :

- printing of stationery - invoice, receipts, rubber stamps, letter headings, blurbs, leaflets
- secretarial costs
- postal charges
- printing of the journal
- publicity costs
- photocopying
- telex, fax costs

The projected recovery cost was as follows:

- First year of production - 25%
- Second year of production - 75%
- Third year of production - 100%
- Fourth year of production - 115%
- Fifth year of reproduction - 125%

An account was opened for the journal in 1990 at Ibadan, Nigeria, the base of the journal. Three types of accounts were opened. These are current account (in naira), domiciliary account (in US dollars) and domiciliary account (in pounds sterling). This is because the journal is priced in the three currencies. In order to generate the expected income, a blurb of the journal was prepared and sent to major libraries, archives, library schools and information related institutions in Africa, Asia, Europe and North America. Subscription rates were included and method for subscribing was stated. Most major subscription agents in Europe, United States of America and South Africa were each given copies of the blurb. The blurbs were also distributed at many international conference and workshop venues held during the period. The first issue of the journal was also sent as a sample to as many libraries, archives and information

related institutions as possible. The journal was also either announced or reviewed in many other librarianship journals. All these ensured that the potential subscribers were aware of the publication.

Pool of high quality manuscripts

There is no doubt that the success of a scholarly journal depends to a large extent on the availability of high quality manuscripts. This is central to the overall success of the project. It was decided that the journal would be brought to the notice of potential authors throughout Africa. In addition, known scholars in the information profession in the continent would be contacted and high quality manuscripts would be solicited from them.

Library and Information Science Abstracts (LISA) and *Library Literature* were perused in order to identify top ranking authors in the profession in Africa. Those authors identified were contacted. They were specifically asked to submit findings of any research project they had recently completed. A blurb was made and circulated to libraries and other information related institutions in Africa soliciting for papers.

Competent Editorial Board

Perhaps the most crucial factor is the editorial management of the journal, most especially the expected role of editor-in chief who must be totally committed to the success of the journal. Some studies have revealed that most journals fail because of the frequent changes of the editor-in-chief and editorial board members (Aina, 1992). Given the standing of the authors of this paper in Nigeria and Africa, and of course their commitment to the establishment of the journal it was not a difficult decision to appoint the first author as the editor-in-chief and the second author, associate editor. Ten editorial board members from Nigeria, Ghana, Kenya, Botswana, Zambia and Zimbabwe were appointed as members of the maiden editorial board of the journal. The tenure of the editor-in chief and associate editor was fixed for 10 years, while for the editorial board members, it was fixed for five years in the first instance and renewable for another five years. A consulting editor was appointed for occasional consultation by the editor-in chief. The editor-in-chief has access to a personal computer which has enabled him to correspond regularly with authors and referees. Manuscripts accepted for each issue were normally stored in electronic form and a diskette would then be made available to the printer.

Peer Evaluation

The decision of the editorial board on manuscripts received was based on peer evaluation which is mainly through refereeing process. When papers were received the editors would make initial filtering process by discarding manuscripts that did not fall within scope of the journal or those that did not have any intellectual or scholarly content. The remaining manuscripts were sent to assessors who are competent in the areas covered by the manuscripts. Assessors were generally senior librarians, archivists, record managers and lecturers in Botswana, Ghana, Nigeria and South Africa.

High quality printing

No matter the quality of the manuscripts, the finished product must be well produced with aesthetic considerations to be able to compete effectively with any other journal in the world. One of the biggest printers in Nigeria was contracted to handle the printing. This was to ensure that it would be printed on schedule and that the quality would be assured. Nzotta (1992) has treated comprehensively, problems normally associated with printers of journals in Nigeria. Many information professionals in Africa were pleasantly surprised that such a well produced journal could be produced in Africa when the first issue appeared in April 1991. The quality work by the printer is not surprising given the fact that, the printing company is responsible for printing books for reputable publishers in Nigeria.

Evaluation

The journal has been successfully published for the last five years, that is, 1991-1995 and it is necessary to evaluate the journal in terms of its mission, goals and objectives. However in carrying out the evaluation, availability and quality of manuscripts, adequate financial support to ensure sustainability, timeliness and providing a medium for disseminating latest developments in the profession must be taken into account.

Availability and quality of manuscripts

The mission of the journal is to produce a high quality journal with excellent articles that will report research findings in the information profession in the continent. This presupposes that there will be a pool of manuscripts from which articles to be published in the journal will be selected. In order to maintain the standard envisaged, manuscripts received were normally peer evaluated. In some cases where it was felt that the literature review was not up to date we have had to search *LISA* and *Library Literature* on CD-ROM to identify relevant papers which would then be reviewed and incorporated into their manuscripts. At times, papers related to a particular topic were sent to authors to review and incorporate in their papers. This service has especially been provided to accommodate authors who are relatively junior in the profession or those authors in countries where physical access to relevant papers is limited.

Two hundred and thirty six (236) manuscripts were received during the period 1990-1995. Thus the average number of manuscripts received per year was 40. It should be noted however that 1990 was included in the datasets because manuscripts were solicited for, a year before the first issue appeared in 1991. Most of the manuscripts were in librarianship and archives. Only few of the manuscripts covered were in information science and publishing. The distribution of the manuscripts according to the editorial board decision on the papers received is presented in Table 1. Although 83 manuscripts were found publishable and accepted for publication, two were not published because the papers were found to have been published by another journal just after the authors had returned the proofs sent to them. The authors were written that their articles were being withdrawn to avoid double publishing.

Table 1 :Distribution of Manuscripts According to Editorial Board Decision

Decision	Number	Percentage
Accepted	83	35.17
Rejected	145	61.44
Revised but unreturned	7	2.97
Others	1	0.42
TOTAL	236	100.00

Other* This paper was sent directly to another journal which specialises in the area of the paper with the permission of the authors since it was more suitable for that journal.

From the average number of manuscripts per year it is obvious that there was enough pool of manuscripts from which articles to be published could be selected for the two issues per year. Table 1 reveals that (35.17%) or more than one-third of the manuscripts were publishable which compares favourably with *Journal of Library and Information Science* where 47 % of the manuscripts received between in 1992 and 1993 were found publishable (McDonald and Feather, 1995). The acceptance rate is obviously an indication of quality of manuscripts received, given the fact that refereeing procedure is rigorous. Table 2 gives the distribution of the manuscripts according to country of submissions. The table clearly shows that manuscripts were received from 15 countries including the United States of America. Not unexpectedly, Nigeria had the highest number of manuscripts as 67.8 % of the manuscripts that were received came from Nigeria and 45.78% of the papers published came from Nigeria. There is no doubt that Nigeria is the greatest publishing country in the information profession in Africa. This is consistent with many other studies on journal publishing in Africa.

Table 3 shows the proportion of the editorial decision for each country. It is revealed in the table that only 23.75% of the manuscripts received from Nigeria were found publishable unlike South Africa and Tanzania which had 100% of their submissions accepted. More than two-thirds of the submissions from Nigeria (71.88%) were rejected. The large number of manuscripts received and rejected can be attributed to two major reasons. Firstly, there are a few refereed journals that publish regularly, hence the journal received many papers. The second reason is the directive from the National Universities Commission, the supervisory body of the 39 universities in Nigeria, that all university library staff be classified as academic. The implication of this directive is that they have all the responsibilities and privileges of their teaching counterparts. Library staff like their teaching counterparts, will progress mainly on their ability to publish research papers. By this singular directive librarians in the

universities joined the "publish or perish group". This has resulted in an avalanche of papers with only very few of the papers being properly researched.

Table 2. Distribution of Manuscripts According to Country of Submissions

Country	Received (N=236)		Accepted (N=83)		Rejected (N= 145)		Others* (N=8)	
	No.	%	No.	%	No.	%	No.	%
Nigeria	160	67.80	38	45.78	115	79.31	7	87.50
Ghana	16	6.78	8	9.64	8	5.52	-	-
Kenya	14	5.93	8	9.64	6	4.14	-	-
Botswana	11	4.66	8	9.64	3	2.07	-	-
Zambia	9	3.81	4	4.82	5	3.45	-	-
South Africa	7	2.97	7	8.43	-	-	-	-
Ethiopia	5	2.12	3	3.61	2	1.38	-	-
Lesotho	3	1.27	1	1.20	2	1.38	-	-
Malawi	3	1.27	1	1.20	1	0.69	1	12.50
Swaziland	2	0.85	1	1.20	1	0.69	-	-
Tanzania	2	0.85	1	2.41	-	-	-	-
Gambia	1	0.42	-	-	1	0.69	-	-
Sudan	1	0.42	-	-	1	0.69	-	-
USA	1	0.42	1	1.20	-	-	-	-
Zimbabwe	1	0.42	1	1.20	-	-	-	-
Total	236	99.99	83	100.02	145	100.01	8	100.00

Other* includes revised papers

One of the criteria used in measuring the quality of the papers published in a journal is the international coverage of the journal by the major indexing and abstracting services in the discipline. This journal is covered by *Library and Information Science Abstracts* and *Library Literature*, the two major indexing and abstracting services in the information profession. A further evidence of the quality of the journal is that many of the papers rejected by the Journal have been published in other international journals. Another factor to be considered is the popularity a journal enjoys. The popularity of this journal can be attested to by a recent project funded by the Overseas Development Agency (ODA) which is co-ordinated by the School of Oriental and African Studies at the University of London. African Journals Distribution Programme was launched to assist university libraries in Africa which are unable to pay for subscription to journals published in Africa. Twenty journals were selected

from among scores of journals published in Africa. This journal was the only journal in the information profession in Africa selected. The list of the 20 journals selected was then circulated among the 18 university libraries selected to benefit from this programme. Eleven of the 18 libraries participating in the project selected this journal along with other titles selected. The other seven libraries that did not select have already subscribed to the journal. In short all the 18 university libraries participating in the project subscribe to AJLAIS.

Table 3 : Proportion of the Editorial Decision for each Country

Country	Accepted		Rejected		Revised		Other		Total
	No.	%	No.	%	No.	%	No.	%	
Nigeria	38	23.75	115	71.86	6	3.75	1	0.63	160
Ghana	8	50.00	8	50.00	-	-	-	-	16
Kenya	8	57.14	6	42.86	-	-	-	-	14
Botswana	8	72.73	3	27.27	-	-	-	-	11
Zambia	4	44.44	5	55.56	-	-	-	-	9
South Africa	7	100.00	-	-	-	-	-	-	7
Ethiopia	3	60.00	2	40.00	-	-	-	-	5
Lesotho	1	33.33	2	66.67	-	-	-	-	3
Malawi	1	33.33	1	33.33	1	33.33	-	-	3
Swaziland	1	50.00	1	50.00	-	-	-	-	2
Tanzania	2	100.00	-	-	-	-	-	-	2
Gambia	-	-	1	100.00	-	-	-	-	1
Sudan	-	-	1	100.00	-	-	-	-	1
USA	1	100.00	-	-	-	-	-	-	1
Zimbabwe	1	100.00	-	-	-	-	-	-	-
Total	83		145		7		1		236

In addition to the factors listed above the journal has been exhibited at several exhibitions including the Zimbabwe International Book Fair; African Studies Association meeting in Boston, United States of America; African Book Centre's Week in London; and New Delhi World Book Fair In India. It is listed in the two major international periodical directories, *Ulrich's International Periodical Directory* and *The Serials Directory: An International Reference Book*. Both directories are published in the United States of America.

Adequate financial support

The journal at its inception was expected to be self financing. It is therefore appropriate to find out if the projected recovery cost formulated at the inception had

been met. As earlier stated subscription was to be the main source of income. Between 1991 and 1995, 242 institutions and individuals from 26 countries subscribed to the journal. Understandably, 130 or 53.7% of the subscribers were from Nigeria. Table 4 shows the distribution of subscribers among the 26 countries. South Africa came a distant second followed by the United States of America. Foreign subscriptions have been the major source of income for the journal. Even though 53.72% of the subscribers were from Nigeria, the financial contribution to the production costs of the journal was less than 15%. A further analysis of the subscribers shows that majority of the subscribers as revealed in Table 5 obtained the journal by direct purchase while 16.12% of the subscribers obtained the journal through subscription agents. Interestingly all the 13 subscription agents were for foreign institutions. African Journal Distribution Programme was responsible for 11 African university libraries and constituted only 4.54% of the total subscribers but in real financial terms it contributed about 20% to the production costs.

Table 6 shows that a variety of institutions subscribed to the journal. Most of the subscribers were from the university libraries which is followed by special libraries. Surprisingly only seven individuals subscribed to the journal. Individual subscription was expected to be a major source of income given the large number of librarians in Nigeria. Another source of income for the journal over the five year period was the sale of back issues. We have always made sales at conferences especially those held in Nigeria. Occasionally some marketers from Nigeria and the United Kingdom have always come to buy sets of back issues.

The projected income formulated before the journal was established had been met and even exceeded. The journal is now produced on a profit making basis. While subscriptions have been the financial backbone for sustaining the journal, unfortunately we have been unable to attract advertisements. This is due to the fact that efforts have not been directed to this major source of income. It is hoped that this aspect will be pursued more vigorously in the coming years.

Timeliness

This is an important factor in measuring the quality of a journal. A situation in which a journal comes out many years behind schedule is not likely to attract quality manuscripts.

According to Azubuike (1990) a journal that comes out late or does not appear at regular intervals does not qualify to be called a periodical since such journals lack periodicity. *African Journal of Library, Archives and Information Science* since its inception, has been coming on schedule - April and October every year. This is in contrast to most journals in Africa where the time lag between the year on the journal and the year of publication varies from one to five years. The journal was always printed at least one month before schedule date and dispatched to subscribers.

Medium for disseminating latest developments

Apart from being the medium for disseminating research findings it was expected that it would provide latest information in the profession and other features of interest to

the information profession community in Africa. The extent to which this has been met was also used in evaluating the journal.

AJLAIS over the five year period has been an important source of professional information to

the information community in Africa. During this period it reviewed seven publications on Africa. The policy of the journal is to review only books that focus on Africa. It has spotlighted seven special institutions which are either in Africa or have strong African component. It has featured ten personalities covering the different areas of the profession. Twelve new publications on Africa or with strong African component have been announced in the journal.

The journal continues to be the main source for announcing forth coming conferences, workshops, seminars and book fairs. These were normally announced at least one year before the event. It has provided announcements for 33 conferences, workshops, seminars and book fairs in Africa, Asia, Australia, Europe, North America and South America. It has provided reports on 26 conferences and workshops held in Africa and Europe. News about personalities, institutions were regularly reported in the journal

The journal has provided current awareness service by reporting on current research and research just completed by giving full bibliographic details. It has served as an abstracting tool for 12 journals published in Africa many of which are not covered by international indexing and abstracting services. Sixty one papers were abstracted during the period covered. The service has been particularly useful as many readers have written to request for full length articles of some papers abstracted. Every year the journal provides a comprehensive index of the two issues for the year. There is no doubt that the journal has been the most singular source for reporting professional developments in Africa.

Inhibiting Factors

Many problems were encountered during the five year period which attempted to derail the set goals and objectives. These factors can be categorised mainly into five:

- (a) authors
- (b) postal system
- (c) banking
- (d) pricing.
- (e) subscribers

Table 4 :Country of Origin of Subscribers

Country	No	% of Total subscribers	% of Foreign subscribers
Nigeria	130	53.72	-
South Africa	20	8.26	17.86
USA	14	5.79	12.50
UK	13	5.37	11.61
Kenya	10	4.13	8.93
Botswana	9	3.72	8.04
Netherlands	7	2.89	6.25
Malawi	4	1.65	3.57
Zimbabwe	4	1.65	3.57
Sweden	3	1.24	2.68
Canada	3	1.24	2.68
Ghana	3	1.24	2.68
Ethiopia	2	0.83	1.79
France	2	0.83	1.79
Gambia	2	0.83	1.79
Germany	2	0.83	1.79
Namibia	2	0.83	1.79
Norway	2	0.83	1.79
Sierra Leone	2	0.83	1.79
Zambia	2	0.83	1.79
Angola	1	0.41	0.89
Australia	1	0.41	0.89
Denmark	1	0.41	0.89
Lesotho	1	0.41	0.89
Swaziland	1	0.41	0.89
Uganda	1	0.41	0.89
Total	242	100.00	100.00

Table 5 : Distribution According to Method of Subscription

Method	Local	Foreign	Total	% of Total
Direct purchase	130	62	192	79.34
Subscription agent	-	39	39	16.12
Funding agency	-	11	11	4.54
Total	130	112	212	100.00

Table 6: Type of Subscribers

Type	Local	Foreign	Total	% of Total
University libraries	29	47	76	31.40
Special libraries	28	18	46	19.01
Polytechnic libraries	17	7	24	9.92
College of education libraries	22	2	24	9.92
Library schools	4	13	17	7.02
Government department libraries	13	2	15	6.20
Public libraries	9	2	11	4.55
International organisations	1	9	10	4.13
National libraries	-	7	7	2.89
Archives	-	5	5	2.07
Individuals	6	1	7	2.89
Total	130	112	242	100.00

Authors

Authors are very crucial to the success of any journal. Without the authors journal publishing will be a mirage. In spite of the crucial role of authors a lot of difficulties were encountered with them during the five year period. The most common problem was the delay in returning proofs sent to them. When the proofs were returned, they were returned in a different form entirely as they would like to re-write the entire paper. Also in some cases proofs were returned after the deadline because of the unreliable postal system. As a result, we stopped sending proofs to the authors. There is also the tendency for authors in Africa to send their manuscripts to multiple journals. As earlier reported, we had to withdraw two articles that were already in press. Perhaps the most unpleasant experience we had was with authors whose papers were rejected. It is not uncommon for some of them to write nasty letters to the editors. This is especially common with authors in the top echelon of the profession. Most of them would demand immediate return of their rejected papers oblivious of the considerable amount of money spent on processing their papers in form of postal charges when acknowledging the receipts of their manuscripts, sending the manuscripts to assessors, reminding assessors and conveying the decision of the editorial board to the authors. This has now been resolved. In our letter of acknowledgement we now put the clause:

As a matter of policy, papers are not returned to author whether accepted or rejected.

In extreme cases the author who perhaps may be the head of the library may decide to cancel his subscription to the journal or not pay the subscription at all.

Postal System

The distribution of the journal, correspondence between the editor and authors, editor and assessors, and between the business manager and subscribers, depend to a large extent on effective postal communication. Unfortunately the postal system in Africa is very poor. It is very dismal in Nigeria which is the base of the journal. The editor-in-chief is based in Botswana and when manuscripts were sent from Nigeria they would take between three months and one year to get to Botswana. When journals were sent from Nigeria to the subscribers scattered all over the world, they may never get to their destinations and when they did, they might have taken up to six months after being dispatched from Nigeria. As a result of all these problems, authors were advised to submit their papers to the editorial board member nearest to them. Such papers would normally be transmitted to the editor-in-chief by e-mail. Fortunately most of the editorial members are connected to e-mail. The editor-in-chief always communicated with assessors by e-mail or fax. The journals meant to be distributed to subscribers outside Nigeria were normally sent to the editor-in-chief in Botswana in bulk by courier who in turn would mail them to the subscribers. Fortunately the postal system in Botswana is one of the best in the continent. Because of the enormous cost of sending bulk issues to Botswana, the possibility of mailing the journals from Benin

Republic or Ghana, two neighbouring countries to Nigeria is being strongly considered. The postal system in these two countries are much better than in Nigeria.

Banking

Since transaction is mainly by cheque, an account for the journal was opened in Ibadan, Nigeria. All foreign cheques were processed at the Ibadan account and it worked well for the first two years. However in 1993 the Central Bank of Nigeria issued a directive to all banks in Nigeria that for every foreign cheque received US\$30 would be the transaction charge and US\$ 5 as collection charge. Thus for any cheque to be processed in Nigeria the bank would charge US\$ 35. As a result banks decided that it would only process cheques of US\$100 and above. This singular directive effectively blocked our transactions in foreign cheques since our subscription rate was US\$ 50 and yet the survival of the journal depends on foreign subscriptions. This problem was resolved by having to open two accounts for the journal in two countries outside Nigeria, one for processing cheques in US dollars and the other for pounds sterling.

Pricing

Our pricing in Nigeria has undergone frequent changes because of the continued devaluation of the national currency. When the journal first started in 1991, the subscription rate for Nigerian subscribers was N60. In 1993 it was increased by 100% to N120. This was further increased by 100% in 1995 to N240. With effect from 1996 the subscription rates in Nigeria have been increased to N500. The effect of this new increase is yet to be felt but it is very likely that it may reduce the number of subscribers. Apart from the fact that the subscription rates are less than the unit production cost of the two issues for a year, postal charges have been doubled more than three times since the journal started. In contrast, the subscription rates for foreign subscribers have only been increased once from US\$40 in 1991 to US\$50 in 1995 for African subscribers and From US\$50 to US\$60 for subscribers outside Africa.

Subscribers

Our inability to attract enough subscribers has been a formidable problem. For the first two years, 1000 copies were printed for each issue. As earlier stated only 242 subscribers have been able to subscribe to the journal. Our circulation is about 350 as we give complimentary copies to all members of the editorial board, all authors in a particular issue, all our referees, sister journals, indexing and abstracting services, and the National Library of Nigeria. It was projected in 1992 that the circulation would hover around 500 for some years, hence as from 1993 we reduced the print run from 1000 to 500. Efforts are being made to attract more subscribers especially from Asia and North Africa where we do not have subscribers as yet. It is hoped that by the end of the next five years the print run will revert to the original 1000 copies.

Conclusion

The strengths and weaknesses of this journal are summarised in the box. There is no doubt that managing a scholarly journal in Africa is a herculean task but with

commitment and determination on the part of all the role players, a sustainable scholarly journal can be produced in Africa. Most of factors to be considered when establishing a journal are summarised in the box. The journal is evaluated using these factors. The summary in the box portrays the success story of *African Journal of Library, Archives and Information Science*.

Obviously there is still room for improvement. Any group of individuals or institutions hoping to start a journal in Africa must know that success can only be achieved if the journal will solely depend on foreign subscriptions and advertisements. Institutions and associations should only give matching grants to the editorial boards of journals for take off, if the journal cannot succeed after the first three years it should be discontinued. Of course, the editorial board members must have a free hand in the enterprise in order to ensure success.

Strengths (+) Weaknesses (-)

A truly continental journal	+
Produced on schedule	+
Quality scholarly journal	+
Revenue based on subscription	+
Revenue based on advertisement	-
More than 500 subscribers from Nigeria	-
Subscribers from Asia and North Africa	-
More than 100 foreign subscribers	+
Appropriate pricing	+
Covering all major disciplines	-
Circulation of 1000 copies	-
International coverage	+
Information on latest developments	+
Provision of reprints to authors	+
Good print quality	+
Substantial number of individual subscribers	-
Provision of book reviews	+
Promotion and publicity	+
Regular correspondence with authors and subscribers	+
Serving as an abstracting tool for other local journals in Africa	+
Prompt dispatch of issues to subscribers	+

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Information Repackaging in Malawi

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Abstract

The importance of repackaging information in a usable form to rural community is highlighted, and selected agencies responsible for repackaging information in Malawi are discussed. These include the National Library Service of Malawi, which in conjunction with the National Adult Education Literacy Programmes and some non-governmental organisations have produced 45 booklets on a wide range of topics. Other agencies are the Ministry of Agriculture and Livestock Development, the Ministry of Health and the Department of Information. The paper concludes by suggesting a close alliance between libraries, repackaging and distribution units.

Introduction

The term "book famine" has been used by Crowther (1986) to characterise the situation in the majority of African countries for some years now. Perhaps the most important thing to remember, despite this attention-catching phrase, is that it is really an "information famine" that should be talked about. There are problems not merely with obtaining information in printed form, but information in all the other forms in which it can appear - whether they are oral, audio-visual, electronic or anything else. Radical solutions to this problem are needed, but library services are not well-adapted to looking beyond conventional print for their answers. The authors will argue here that information repackaging is a concept which has the potential to solve a great number, though certainly not all, of such difficulties. The way in which repackaging works most effectively will be illustrated by some small case studies conducted as part of a wider project carried out in Malawi in the middle of 1994.

The Information Problem

It is true that a major component of the problem is a book famine. The weakness of local publishing industries and the prohibitive expense of imported books and journals

are indeed central features of the difficulties currently experienced by library and information services in Africa. However, underlying the approach of librarians to the whole "information famine" problem is a crisis of attitudes and approaches. Received wisdom on how library services should be delivered has, quite simply, not provided effective answers to the needs of the poorest countries of the world. In Africa, library services too often attempt to put into practice, unmodified, the lessons learned from information-rich, library-oriented societies. An almost exclusively print-related concept of the library does not work particularly well in universities, schools and research institutes when funds for print materials are in short supply, and a "book culture" is only partially developed. Print-related services tend to be even less effective in helping the semi-literate and non-literate majority population living in the rural and urban marginal areas. The problems library services have, particularly in the rural areas have been well analysed in the literature for some years now (Mchombu, 1982). Nor should we forget that African countries are distinctly underprivileged in terms of electronically stored and communicated information. The technology is expensive, hard to keep, maintained and running, and may indeed only increase the frustration of potential information users (Olden, 1987).

There are, of course, other agencies besides the library deeply involved in information service to the population, and they are generally summed up under the title "extension services". These are typically attached to government ministries in the areas of agriculture, health, community development and adult education. They are designed to spread "development messages" into the community by a variety of means. The problems they experience in doing this are a second major component of the information famine. Their problems have largely arisen from the fact that communities have tended to perceive that extension is about sending down messages from above, based on policies devised with little regard to the needs and interests of their intended receivers. In some countries the extension agents, who actually deliver the messages, have been isolated and even unwelcome figures, treated as if they were government spies. Namponya (1986) in a survey of writings on agricultural extension services, concluded that their messages tended to reach only about half of the farming community. Despite the existence of this kind of pessimism, extension does have great strengths.

In contrast to libraries, extension has always placed its emphasis on face to face contact between agent and local people, and oral communication of messages. This mode of transfer should, if performed with a sensitivity to the existence and significance of the indigenous knowledge of the community itself, ensure the absorption of high proportions of the content of the messages. It can in turn, be supported very effectively by printed and audiovisual materials, and messages conveyed through the mass media. The primacy of oral communication, and the potential of a variety of supporting media, are lessons only slowly being appreciated by those who provide library services to the community. The idea that the library tradition of providing information service which responds to expressed need (in contrast to the way in which extension conveys formal messages), could also be based on oral transfer of information supported by a variety of media, was first strongly stated in Aboyade's reports of her RUDIS study (Aboyade, 1984). The irresistible consequence of this argument is that some of the emphasis in library

service could effectively shift from the exploitation of print, towards the repackaging of information for transmission in oral and other forms. This is, naturally, an activity well-established in extension services.

Repackaging

The most fully realised version of the idea that a new direction was needed in librarianship for Africa was a book published by Aboyade (1987). One of her key recommendations was that information services should repackage information into forms acceptable to the local population. The essence of her programme has continued to be advocated and expanded since by a number of writers who advocate innovative information services for the community, and most if not all of them include elements of repackaging in their programme. Iwuji (1989) for instance, envisaged a community information resource: "This civic centre would be pulsating with community activities like work-based adult education, such as agricultural extension instructions on new ways of doing old things, generation of reading materials for new literates, art and cultural exhibitions and festivals, viewing of recorded oral literature and tradition, meetings and workshops organised by the various interest groups in the community, and a whole range of other activities aimed at enhancing the social craft of the people". Sturges and Neill (1990) attempted to develop the idea of the personnel to be involved, talking of an "information animator". Mchombu (1992) discussed various information delivering options in the rural areas, Kantumoya (1992) also made a number of suggestions for more effective community information services and Rosenberg (1993) reviewed the whole issue in a recent paper.

We should therefore ask ourselves just what exactly is being talked about when "repackaging" is suggested. In fact, it is a process which is probably known most correctly as "information consolidation", though referred to in this article as 'repackaging' because that is the term in more general use. Strictly, however, it only describes part of the process of information consolidation. Saracevic and Wood (1981) in the standard manual on information consolidation, define it thus "Consolidated information is a text or message purposefully structured from existing public knowledge to affect the private knowledge and decisions of individuals who otherwise may not be able to effectively and efficiently access or use this public knowledge from the original amounts or in the original structure and form". The consolidation process begins with the study of potential users, selection of primary information sources and the evaluation of their information content. Analysis of this content to permit restructuring (condensation, rewriting, etc.) and packaging or repackaging of the restructured information can then follow. The diffusion, or dissemination of the packages should be accompanied by feedback from users to enable evaluation and adjustment of the process to take place.

This process is in the first place, of course totally dependent on the availability of information content to repackage. This content can be derived from published material, from raw data collected by research institutes and government statistical services, from information acquired electronically via online services and networks, and indeed from the people's own corpus of indigenous knowledge. Some of these categories are obvious. Using published books and journal articles is undeniably important, and repackaging their content has the enormous advantage that it not only

puts information into a more useful form, but it reduces the need for large numbers of copies of expensive imported original texts. Original research results, in the form of raw and totally unpublished data, can also be used, but this is uncommon, because of the sheer difficulty of using material in this form. Downloading information from databases, or from CD-ROMs is efficient use of scarce funds, and has the advantage that the downloaded material is almost instantly usable in desktop publishing systems to create new products. Re-use of material from the oral tradition is more talked about than actually practised, which is unfortunate, because it offers such interesting potential. But of all categories of potential source material, grey literature offers perhaps the greatest possibilities. It is not, however, as much appreciated as it could be.

Grey literature, almost by definition, requires to be repackaged for its potential to be realised. As Villars (1993) points out, "It is the unattractiveness, limited runs, poor and non-uniform standards of production, poor editing, small size, poor distribution and accessibility that make local grey literature tend to be undervalued by librarians in developing countries". Just occasionally we can identify programmes which propose to exploit grey literature for community use. The functions intended for the Sierra Leonean Rural Community Resource Centres include creating new information resources from available materials.

For an effective consolidation process there are three main requirements: first that information materials such as books and journals, or grey literature, should be collected and organised efficiently; second that there should be the capacity to research their content and create new information packages from them; and third that these new products should be disseminated effectively. Where are such services to be found, and where are they to be created? Writers on the topic have seldom made very specific suggestions as to the form this might take. Several writers have suggested units attached to agricultural information services. Oladele (1987) claimed that "The librarians must not only have the capability to identify sources of information of value to the farmers from the financial houses, commodity boards, government policy makers, or from any other sources, but must also be capable of restructuring such information through the process of analysis, synthesis, and repackaging in a format other than print. Such repackaging should take into consideration the prevailing illiteracy, cultural divergence, and idiosyncrasies of the small farmers". Alemna (1993) also identifies a need for such units. "The results of expensive research submitted in the past are still lying in dusty files in offices or laboratories and have not been efficiently communicated to policy makers, planners, industry, extension workers and others who must apply them. This is due to the lack of information workers/scientists to distil and repackage research information into a form which extension workers can use to communicate to farmers." He discusses the potential for the Ghana Scientific and Technological Network (GHASTINET) to exploit radio, TV, posters, meetings, comic and folk plays for the dissemination of the agricultural information.

It is clear from this, that the situation with repackaging is still confused, and that good models for repackaging services need to be identified and described. The starting point in seeking these models should be with a point made very strongly by Saracevic and Wood. They argue that the information consolidation unit needs a host

organisation which contains subject experts. The work needs to be done by people who have a full understanding of both the message they must repackage and the audience for which it is intended. A specialised institution offers this, whilst a broad based service, such as a public library, does not. This point has been illustrated in an earlier article by Sturges (1994) but in July 1994 both the authors of the present article had the opportunity to visit some units practising repackaging of various kinds in Malawi. As was hinted above, it was in the offices of the extension services that these activities were to be found. This account of what was to be observed in Malawi is offered here to show the process operating effectively in practice.

Malawian Repackaging Services

Malawi provides a good example of the environment in which repackaging is needed. The larger proportion of the population (about 80%) is resident in the rural areas, fully engaged in agricultural production, and communicates in a number of mother tongues, as well as Chichewa, the national lingua franca. The illiteracy rate in Malawi is one of the highest in the world (quoted at 59% by the 1987 Population and Housing Census). Ironically, a great proportion of official information is generated in print form and usually in English, the official language. This quite simply imposes a barrier to the free flow of information from government and its agencies to the citizen. The existence of this barrier is recognised, not least by the Director of the National Library Service, who observed that

Rural development is the basis for economic development in Malawi and information is an important ingredient in any development process. People in the rural areas, whether literate or not, should have access to any kind of information which will help them to be more capable and productive in their daily occupations, discharge their social and political obligations efficiently and to become better informed citizens generally. The public library service should facilitate the transfer or flow of appropriate information among rural communities, using appropriate and suitable or convenient methods and media. The efforts of other information agencies in rural areas should be recognised and the desirability of co-ordination kept in mind (Mabomba, 1985).

Consequently, the Malawi National Library Services has an extramural services department which, amongst the range of services it provides, serves the National Adult Literacy Programme (NALP) by providing reading material to a network of rural community information centres. This it does in association with the Ministry of Community Services. The ministry, through NALP, produces easy to read, but functional, post-literacy materials (the booklets cover daily-life-related issues). The booklets carry information covering a wide range of areas such as health, agriculture, family planning, alcohol and drug abuse, community participation. The booklets are produced through Writers Workshops which are organised by the ministry with external funding. Subject specialists are invited to these workshops and are requested to write manuscripts on subjects from within their speciality. So far, 45 titles have been produced and they are all in Chichewa.

National Library Service also has other collaborative activities with a repackaging element. In association with Farm Radio Network, a Canadian NGO, it has since

December 1994 embarked on translation of Farm Radio Network materials from English into Chichewa. Radio Network materials mainly cover three areas: agriculture, nutrition and health. The scripts are meant for radio broadcasts but they can be adapted for use by extension personnel and farmers discussion groups. In the case of Malawi National Library Service, the scripts are deposited at rural information centres.

Ministry of Agriculture and Livestock Development

The Ministry has the nation's most extensive network of extension activities, with its Field Assistants active in every part of the country. Malawi is divided into 8 Agricultural Development Divisions, subdivided into Extension Planning Areas (EPA), for this purpose. Each EPA has a local office, from which the field activities are administered. The ministry creates a flow of information to be delivered, by this network, to the farmer families in the field through its Agricultural Communication Branch (ACB). It provides information input for the extension process as circulars, newsletters, booklets, radio broadcasts, cine film projections and puppet shows. The way this works is that there is a flow into the ACB of research and policy information. This comes in a variety of forms, such as draft documents produced by scientists from the research stations. The ACB has separate design and writing/editorial sections, and the latter employs a staff of writers who have agricultural expertise, although this does not necessarily take the form of academic qualifications in the subject. They rewrite and edit material into forms that are suitable for delivery to the target community. This often means translation from English to Chichewa, as part of the process.

Ministry of Health

Disease is perceived as one of Malawi's greatest enemies (the other two are poverty and ignorance). Health policies are aimed at general improvement of the health of the whole population and concentrate on prevention and management of communicable diseases. The ministry creates materials to serve these purposes through its Health Education Unit (HEU). The HEU provides the skills and equipment with which to respond to the information dissemination needs of various health related programmes. So far it has served 22 different programmes in this way. Its intention is to produce tailor-made information materials addressing different groups and situations, on behalf of the programmes. Each programme which uses the HEU assembles the necessary financial package, usually involving sponsorship of one kind or another. The HEU then designs and produces the materials, and takes the process right through to field evaluation by their officers in the districts (17 in number at present). HEU's products range from posters, designed by its own graphic design and production studio, to leaflets and booklets on health matters, predominantly in English, but including a number in Chichewa.

Other Ministries and Non Governmental Organisations (NGOs)

The Department of Information is naturally much involved in repackaging type activities, although a major part of its function is to act as a kind of news agency, interpreting government policy on behalf of various ministries. They too use a variety

of media. For instance, in collaboration with UNFPA (United Nations Fund for Population Activities) and the European Community, they produce information packages through radio and most recently on T-Shirts and clothing material. A number of NGOs are also repackaging and producing information targeted to rural communities, although there is lack of co-ordination between them. For example, UNICEF (United Nations Children Fund) is currently translating the book, *Facts for Life*, into Chichewa and produces easy to read booklets e.g. *Kuyamwitsa* (Breast feeding), *Ukhondo* (Sanitation and hygiene), and *Kutsekula M'mimba* (Diarrhoea). These examples could be multiplied, but the main points about the role of information specialists, design and production experts, and agencies with dissemination capacity are fully made by the cases discussed here. Repackaging, or rather, information consolidation, is a demanding task requiring specialised skills of the types illustrated in these examples.

Conclusion

Encouraging though this brief survey of some Malawian repackaging services was, the study did still show that top-down communication predominates. Mechanisms to improve two-way communications are definitely still needed, and those in existence need upgrading. Also, despite the instances of collaboration quoted above, closer relations between information producers and providers are still needed. What is particularly positive, however, is the examples show that there are plenty of organisations which have an awareness that information work for African communities must utilise the whole range of channels and sources. They also show a realisation that mere collection of materials is not enough, and that an active information consolidation and repackaging exercise is required so as to provide information capable of effective dissemination. The way in which this realisation provides a strong impetus for development communication, and in particular, for informal, community-based, user-oriented, information services is exciting. It confirms the assertion made very strongly by Saracevic and Wood that consolidation has to be done in the context of expert involvement and guidance. These projects exist and have some measure of success because of this. So far there is little evidence of such work stemming purely from an information collecting or delivery service, as provided by libraries and archives, despite calls for them to become information product creators on a serious scale.

The future for repackaging seems to lie in a close alliance of those involved in acquisition of source materials (libraries), consolidation (units such as those described above) and distribution (extension services, libraries and informal information services). National institutions - national libraries, national archives, national institutes of research - are capable of strong acquisition activity. Specialised research institutions in particular subject areas provide the technical expertise in interpreting the source materials, re-writing and re-presenting the information for different media of communication. Community-based services, understanding their public and able to mediate the delivery of information, in the context of places and situations accepted by that public, are the best means to complete the chain. The relationships between institutions involved should never be exclusively defined so as to confine elements of the process to particular players, since it is obvious that in different historical and geographical circumstances roles may best find different balances. Nor should a total

national information system be seen as a pre-requisite for such cooperation. Ad hoc relationships which work to achieve specific purposes are infinitely preferable to grand, all-embracing plans.

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Designing-out Noise in Nigerian Library Buildings

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Abstract

The image of libraries as quiet, calm interiors where readers study without disturbance is changing fast to noisy places unfit for studies especially in Nigerian academic libraries. There are reasons for this disquieting image. The noise culture of Nigerians, frustrations experienced by students of tertiary institutions and notably architectural inadequacies. Others are use of inadequate building materials, poor library finishes and internal layout. Insights are drawn from poor design responses to noise and approaches to designing-out noise are suggested.

Introduction

The public image of libraries does not usually cover the problem of noise - although contemporary library staff know the reality is otherwise. That image is of a very calm interior where readers can study quietly without disturbance. Noise, particularly from readers, once thought alien in a library environment, has assumed an alarming dimension in Nigeria, particularly in academic libraries.

As a design problem, very little appears in the professional literature about noise. The paucity of information is not helped by the poor treatment of this subject found in the architects brief prepared by librarians.

This article provides information on design approaches to managing noise in libraries. It provides reasons for noise arising particularly from readers and enumerates other sources of noise in the library, draws insight from poor design responses to noise in Nigerian academic libraries and suggests approaches to designing-out noise.

Basic Concept

Noise simply defined, is sound that is undesired by the recipient. In a library environment, an unwanted and disagreeable sound that is capable of causing distraction and discomfort to readers and staff can be called noise. It is an unavoidable phenomenon in a library and its effect has to be reduced to acceptable level. On the other hand, silence, particularly oppressive silence, has as much adverse effect as noise on some readers and staff. When noise is allowed to persist, it causes stress

which is capable of depleting readers mental resources and can have a profound effect on job performance

From the definition, it follows that managing the amount and nature of noise to acceptable level to suit both readers and staff, consists of attempting to achieve a balance between the internal library environment and people. Libraries are planned to reflect what users do or what libraries want them to do.

Noise Arising From Readers

Noise arising from readers especially in Nigerian libraries deserves special mention. It is a reflection of the Nigerian noise culture which unfortunately is affecting peoples' way of life. The way the typical Nigerian expresses joy, annoyance, talks and greets is portrayed by some level of noise. To some library users, especially students, there is no difference in the way they talk in the lecture hall, the hall of residence and in the library.

The noisy scenes which are fast becoming the norm in Nigerian libraries is however more of a reflection of the frustration experienced by contemporary students especially in the tertiary institutions. Noise in Nigerian libraries can mainly be viewed as an architectural weakness as enough effort is not made to design-out noise.

The main focus of this article is on this architectural inadequacy and ways of reducing their effect at the design stage.

Other sources of noise include the humming of photocopiers, clatter of computer keyboards and many library equipment contribute immensely to the noise level in libraries.

Noise can also arise from the poor arrangement of services in the library. For example, in a library building where the bindery or students lounge are located near the reading area.

There is also bound to be noise in a library building where attention is not given to finishes.

Design Responses to Noise

Besides the poor treatment given to reducing the effect of noise in libraries in some architects' briefs, enough attention is not being given by library designers to this problem which is currently a scourge afflicting most Nigerian libraries. The reality of the situation is that some libraries are designed with no input from librarians.

Havard-Williams and Jengo (1987) and Nilsson and Lembal (1985) have cautioned that special requirement of library buildings built especially in developing countries must be taken into consideration when designing a library. To be able to convince the Library Building Planning Team about the need for such special requirements, the librarian must be an active participant in the team. There is no such thing as a passive role for a librarian in the design process. Unfortunately, some librarians in the library building team either because they are unable to articulate what the present and future

needs of the library are or because they are apolitical, are not assertive enough in the demand for their libraries' special requirements in the design process. As a result, some university administrators force down on the libraries those requirements they consider necessary. For example, in the architect's brief for the new University of Agriculture Makurdi, Nigeria (UAM) library building, provision was made for the special requirement of a student lounge. The Library Building Planning Team in their wisdom, did not see the need. More so, when it is an innovation in the country and would add to the building cost. Unwittingly the team has designed a noisy building as students have no alternative places near the library for relaxation between lectures. To be able to produce a functional and comfortable library building, there has to be proper team work for good library buildings are success stories in which architects, librarians and planners work together to create happy endings that benefit the user for decades.

In some purpose-designed library buildings in Nigeria, provision has been made to insulate noise in AV and seminar rooms for self-directing and group studies. But because there is often no acoustic partitioning for the noisy and quiet areas, the clatter of a deluge of computer keyboards for example like the example of 250 PCs in Manchester Metropolitan University Library (1994) can produce distracting noise in the reading area. Besides internal noise generated in library buildings, noise from outside is also a problem, especially vehicular noise. Unfortunately, the long rows of glass windows for natural ventilation do not mitigate the effect of noise from outside as they are often not double-glazed or in some cases vandalized.

One weakness common to almost all purpose-built Nigerian libraries is the poor attention given to finishes. For example, even though carpeting is known to reduce noise, most university library reading areas are not carpeted. The floors are often covered with linoleum, terrazzo or left bare.

Designing-Out Noise

Design solution to noise has several components like prevention, containment and suppression. While it is not possible to prevent noise completely in libraries, it is desirable to seek design solutions that can adequately contain and suppress noise.

Different approaches can be taken to design-out noise in libraries and they may include: library architecture; use of appropriate building materials; attention paid to special library requirements; library finishes; and internal layout of the library.

As librarians do not pretend to be architects, the writer will pay more attention to special library requirements and internal layout.

Library Architecture

Each library spots its own architectural character which can attenuate or increase the effect of noise in the building. For example, horizontal windows in a library for natural ventilation can also be a source of noise. The National Universities Commission (NUC) guidelines for buildings recommend the construction of utilitarian bottom-line buildings that are cheap to construct (as if epitomising the gross

underfunding of Nigerian universities). Such buildings, like in most state owned university library buildings cannot be said to be functional as users suffer both physical and psychological discomfort. Where the building is too compact, movement of furniture, shelves and equipment on floors that are not carpeted tend to revibrate noise. The architectural design should therefore be such that cannot trap noise and cause stress.

Use of appropriate building materials

Again, this is better handled by the architect. But as no library has so far been built with the local burnt brick, it should be tried especially at the perimeter walls to find out if burnt brick walls suppress noise better than the present buildings constructed in concrete. Quality and not sub-standard building materials should be used as libraries are often supposed to be landmark buildings. Where glazed doors or windows are recommended, attempt should be made to adhere to the specification.

Special library requirements

Special library requirements regarding the prevention, suppression and containment of noise are not given enough attention in library building planning. Special attention should be given to the provision of special reading areas. Quite often and unfortunately, the library design team see provision of the above facilities as veritable sources of noise in the library. Deliberate attempt should be made to design libraries with such special requirements to be able to gauge in future the effect of noise in libraries with or without these requirements in Nigeria.

Library finishes

Finishes, particularly inappropriate surface finishes like materials for flooring, wall painting, ceilings and materials for partitioning must be given special attention. To design-out noise with proper finishes, carpeting or flooring with wood should be considered in place of linoleum, terrazzo and bare concrete floor. Wood is readily available in southern Nigeria and cheaper than terrazzo, carpet and linoleum. Acoustic materials or glazed glass should be used for partitioning the noisy areas (security, loans desk, and catalogues) devoted to service from the quiet areas (reading areas) meant for study. There are however constraints to the use of certain finishes even when they are desired. Glass windows, walls and doors should be used sparingly for fear of vandalization and for security reasons especially at the perimeter walls.

Internal layout

The internal design should be such that can allow the relocation of activities in the library by co-locating noisy activities. For example, the ground level should accommodate noisy activities like photocopying services, loans, bindery and student lounge. The internal layout should be designed to create room for noisy area, relatively quiet area and quiet area. There should be enough space between furniture, shelves and equipment to reduce the effect of vibration of noise. Specially designated rooms for such activities like seminars and group studies where students can discuss assignments, projects etc, without causing any distraction to other readers should be

provided. Whatever the internal layout, security of the building should not be sacrificed.

Conclusion

It is not possible to design-out noise completely in libraries. The new thrust should be towards designing floor plans that co-locate likely noise generating service points without impeding services in the library. To do this, librarians especially in Nigeria, must envision services that are to be carried out and why they must be carried out in designated library areas and succinctly present this to the Library Building Planning Team with all conviction. The views of every member of the team has to be respected as each member of the team has a specific role to play. The wisdom with which the librarian resolves an issue like the contemporary need for a students lounge in a Nigerian university library will determine the extent to which noise can be designed-out from libraries not just for the immediate future, but for decades ahead.

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Records Management in Ghana: An Overview

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Abstract

The article reviews developments on the records management scene in Ghana from as early as 1946 to date. It identifies the major problems that has militated against effective records management in Ghana and discusses current efforts being made to address them.

Introduction

It is now universally accepted among archives and records management professionals that the cycle concept is the most integrated and comprehensive approach to records management. Records, the concept stipulates, have a "life" (created, maintained and used, and disposed of) which must be managed holistically. In most public sectors, records management procedures have traditionally been shared among different institutions with very little coordination. For the purpose of this article, and for the convenience of analysis, the full life cycle of public records in Ghana has been partitioned into three phases (current, semi current and non-current) whilst maintaining the "total records management view".

Institutional Framework

The formal institutional framework for the management of public records in Ghana is derived from the Public Archives Ordinance No.35 of 1955 and the regulations (1958) under it. Subsequent legislations like the State Property and Contract Act (1960); the Limitation Decree (1972); and the Financial Administration Regulations (1979) seek to further strengthen this framework and to take care of aspects considered to be critical and more unique. The Public Archives Ordinance statutorily established the National Archives, gave it a formal structure and empowered it among others to take charge of the custody and preservation of all public records. Section four (4) article one (1) of the ordinance further vests in the Archivist the power to examine any public records which are in the custody of any Government Office and to provide useful advice relating to their care, storage and control. The regulations under the ordinance, among others, enjoin the Archivist to ensure the periodic transfer of government records to the archives as and when due, through the use of Disposal

Schedules. By implication, the National Archives has largely been given the responsibility for the management of the second and third phases of the life cycle of public records. What the Ordinance is silent on however is the institutional responsibility for the first phase of public records. This logically should fall within the ambit of government offices but not without professional guidance. The complementary professional guidance for the management of current records by government offices is provided by the Management Services Division (MSD) (Gyeke-Darko, 1991).

Evolution and History

The first ever initiative to manage Government records (public records) in Ghana started in 1946. This initiative was concretized in 1949 with the appointment of the first professional archivist. With the necessary budgetary support, the Archivist was charged with the responsibility of shaping the destiny of public records and archives management in the Gold-Coast (now Ghana). This embryonic beginning enjoyed a happy growth, culminating in the enactment of the Public Archives Ordinance and the Regulations under it in 1955 and 1958 respectively (Akussah, 1990). In 1962, a permanent Headquarters of the National Archives was opened. This was quickly followed by one regional office after the other. By the beginning of the 1970s, the foundations of a network of public records management system throughout the country had been established. The 1970s saw a steady entrenchment of public records management structures and procedures within the public service in general and the civil service in particular. An Omnibus Retention Schedule for most common public records had been drawn up by the National Archives for use by the various government departments. The Permanent Committee on Public Archives (PCPA) which is the final authority on the fate of records in the disposition process was very active, resulting in periodic transfers of valuable records to the Archives and the destruction of ephemera.

The National Archives, in pursuit of the spirit of section 4, article 1 of the Public Archives Ordinance, established a Records Management Unit within its outfit and attached staff to most government departments (most of them unqualified though) to ensure the efficient management of records, particularly at the semi-current stage. This phase in the records life cycle had until 1989 suffered the most mismanagement. The MSD was established in 1971 to take over the functions of the defunct Organization and Methods Division. Among others the MSD, within the framework of its broad functions, provides guidance to government departments as to the organization and procedures in their registries. In pursuit of this, a records management unit has been set up within its Systems and Procedures Section. In 1981, the first ever registry procedural manual for the civil service was produced by the MSD. Public records management in Ghana enjoyed a fair amount of boost with the establishment of the Regional Training Centre for Archivists at the University of Ghana in 1975. This marked the beginning of the local training of records and archives management professionals. By the close of the 1970s, a modest number of Ghanaians had been trained (both professionals and semi professionals), and were working in various capacities. Complementary to the local training efforts of the Department of Library

and Archival Studies are institutions such as the Management Development and Productivity Institute (MDPI), the Ghana Institute of Management and Public Administration (GIMPA) and the Civil Service Training Centre which have token inputs of records management in their training programmes.

The Parastatal and Private Sector

A significant feature of records management in Ghana is the vibrant parastatal and private sector community (University College London, 1988). The framework provided by the Public Archives Ordinance has left a yawning gap between government offices on one hand and the parastatals and the private sector on the other hand, as regards advice and guidance in managing records. Article two (2) of the Ordinance interprets "Government Office" to mean "a Ministry, Government Department and the Supreme Court of the Gold Coast and the office of the Legislative Assembly". By the middle of the 1970s, most parastatals, financial institutions, corporations and some private sector institutions had become very much aware of good information management practices and had started instituting programmes for effective records management. This awareness was promptly responded to by the springing up of a few records management consultancy services. The Department of Library and Archival Studies also provided training and installed systems for institutions which contracted its services. Today, almost all financial institutions, corporations and parastatals have functional records management systems. The unfortunate consequence of this development is the high turnover of professional and semi-professional staff in the National Archives. All categories of professional staff are constantly abandoning the National Archives for the parastatals and private sector which offer them better service conditions. The 1980s witnessed the acceleration of this trend, and by the middle of the decade, the private sector had overtaken the public sector in the establishment and sustenance of functional records management systems. Another development of the 1980s was the formation of the National Records Management Association of Ghana in 1987. This association seeks to bring together all professional and semi-professional records managers and archivists to share and reinforce each others' experiences. The association also has as one of its objectives to complement the efforts being made in the public sector and to ensure high standards of records management practice throughout the country. The association is affiliated to the International Records Management Association.

Problems

The roots of the problems of records management in Ghana can be traced to the lack of a comprehensive policy aimed at an integrated holistic approach to the management of the whole life cycle of records. While the Public Archives Ordinance clearly defines the responsibility of the National Archives for the third phase of the records life cycle, its responsibility for the second phase is just implied. The Management Services Division's responsibility for the management of the current phase is also not statutorily defined but rather derived from the division's broad management advisory functions. This situation had until 1990 left the records management scene very chaotic, with very little or no co-ordination. To aggravate the situation further is the fact that the two institutions lacked adequate professional staff to cope with the sheer

volume of work. The absence of a functional national records centre for over thirty years had put a lot of pressure on the storage resources of the registries. No wonder, the semi-current phase of the record life cycle had suffered most until 1989.

Coupled with the lack of comprehensive retention schedules and the dissolution of the PCPA in 1981, the absence of a national records centre had further devastating effects on the records transfer and disposition machinery, resulting in the clogging of very expensive registry storage space with dormant records.

The sheer number of decentralised public service registries overwhelms the MSD in its efforts to provide guidance in paperwork management. The standards established by the 1981 registry procedural manual (updated in 1989) are not complied with because of the incapability of staff who are neither trained nor motivated, resulting in the lack of proper control over the quantity and quality of paperwork.

Classification, indexing and retrieval systems have remained static, resulting in the lack of intellectual control over storage and retrieval. These problems have however been identified and are being vigorously addressed. It is hoped that the close of the 1990s will see a revamped and sustainable records management system in place.

Recent Developments

The second and fourth West Africa Regional Workshops on the management of semi-current records held in Accra (Ghana) in 1989 and 1990 respectively marked the beginning of a new epoch in the management of records in Ghana. The two workshops brought to the fore very severe problems that inhibit a coherent management system for records in Ghana - severe breakdown of registry practices; lack of systematic disposition system; absence of storage facility for inactive records and difficulty in information retrieval among others. The first workshop achieved a modest gain of clearing six government ministries of inactive records. It identified 35,000 files of ephemeral nature which were destroyed; transferred 5,300 files of long term value to a temporary records centre which was set up and identified 2,000 files of permanent value which were accessioned to the National Archives. In addition, gains were made in the areas of training and the introduction of basic procedural manuals and above all a lot of savings were made on filing equipment and storage space in registries and store rooms. The second workshop consolidated the gains of the first and set the stage for an accelerated integrated records management programme unprecedented in the country.

The Overseas Records Management Trust (ORMT) under the British aid arrangements was contracted to advise the government of Ghana on the feasibility of registry reform in the civil service and to advise government on the broader issue of the development of records management systems. Stemming from the constructive recommendations, the U.K. Government agreed to finance a project over three financial years designed to establish efficient systems for the management of public records in Ghana. Among others, the main components of the project are as follows:

- i) Restructuring of the National Archives to enable it to develop as a national records administration;

- ii) Developing a new records class for the whole civil service;
- iii) Establishing retention schedules for general and specific record series in the ministries;
- v) Restructuring of registries and records services in ministry headquarters;
- v) Establishing a records centre;
- vi) Developing training schemes in-country and abroad to prepare staff at the necessary levels to provide efficient record services.

Today, the public records management scene in Ghana is bursting with activities co-ordinated by a project management team within the broad framework of the ORMT consultancy services. A systematic staff development and training programme both overseas and local have been put in place since 1990. A new registry procedural manual and a registry restructuring manual have been developed. These two documents establish the framework for the ongoing restructuring of registries in the civil service and their management thereafter. A draft new legislation which will establish a national records administration for an integrated records management approach, together with a draft scheme of service for the new records class is ready to be placed before parliament for approval. A new national records centre is under construction, whilst work on the re-organization of the National Archives to enable it cope with modern trends and anticipated responsibilities is on schedule. Work on the development of comprehensive retention schedules for records of the public service is almost complete. There is an ongoing collaborative project between the Department of Library and Archival Studies, University of Ghana, and the National Archives aimed at producing a comprehensive guide to the holdings of the National Archives. This project is being sponsored by the Danish International Development Agency. The parastatals and private sector are equally bracing up to the challenges of modern records management practices. This is reflected in the increased demand for consultancy services in training and the installation of functional systems. A few organizations are seriously considering the possibility of introducing automated management systems beyond simple word processing facilities to enhance efficiency. Given the present pace of sustained development on the records management scene, coupled with the unprecedented goodwill and support from government, it is hoped that by the year 2000, a sustainable comprehensive integrated records management system will be up and running in Ghana.

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Promoting Reading Among Children in Nigeria

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Abstract

This paper is an attempt at methods of encouraging children to read. Such methods are carried out in various ways and places to ensure the child's start in life and thereby ensuring the survival and continuity of the nation. The development of the child at home, school, and in the wider society should be a responsibility of all and sundry. The paper ends with a call on governments to implement without delay the recommendations of the national policy on education and its blue print as regards primary and secondary school libraries. They are also requested to direct the colleges of education to train teacher librarians. With all homes, schools and the wider society doing that, Nigeria would move into a reading nation as the former Soviet Union.

Introduction

A lot of literature exists on encouraging children to read in Nigeria and elsewhere. Unfortunately, the theme has over the decades been treated in isolation of the social and psychological in-depth analysis of the child. For the teacher or librarian to be able to encourage reading in children, he has to understand three broad areas- (i) the child's growth, development, needs, motivation, individual differences, achievement and rearing processes, (ii) his learning situation in the family, school and the wider society including the cultural context and its effect on learning, and (iii) his learning processes and the teacher who directs it including methods, approaches and personality. For the purpose of this paper, the word learning is synonymous to reading and so is teacher to librarian.

The Child's Growth, Development and Needs

The education of a child is so important to the existence of any nation because the child of today grows into tomorrow's adult and thus the continuity and survival of the nation is ensured. Those who are charged with such a task should comprehend in adequate terms, the responsibility of their job. They should understand the social and psychological basis of those they are to educate. The child in normal situations is born into a home and grows into a successful adult or a failure, since the environment often limits certain traits inherited at birth. The acquisition of language comes before the

child can be taught how to count or read. At birth he knows little or nothing and acquires almost all his knowledge after birth due to his experiences with people and objects he comes into contact with. All these experiences shape his knowledge of events, people, opinion, personality, etc. The personality the child develops into, is partly made from his accumulated experience. How he relates and interacts with other members of his society is brought about by his knowledge, experience, and opinions. His likes and dislikes are purely personal as shaped by his own judgement. His intellectual and moral developments play a good part of his discriminatory activities.

To encourage children to read calls for the teacher, librarians or parents to be a good observer of children. He or she must also develop love and maturity of understanding and gentle care for children. The attitudes of children to books should interest him just as their needs. Books are written by adults for children but such writers put themselves in the place of children. The differences that exist in children also exist in books. There are bright, average or dull children from various homes with varying social conditions and culture. Often times, adults may deem a particular reading material as good enough but the child may not like it. There is the need to enjoy what you read and so authors, teachers, parents and librarians have to know what book is good for which child. As the child matures he broadens his horizon and more widely socialized, he needs to develop, identify, feel proud in the race and gain acceptance in his community. His psychological needs become important here.

A child also pulls himself to achieve in life. They like adults, feel the need for competence. His ability to interact effectively with his environment is a strong motivating force in human behaviour. At birth he struggles to see, crawl, grasp, and engages in other primitive activities until he gets at complex physical or intellectual performances of the expert man or woman. He wins recognition from his group after a good event. He feels proud at success as his peers acknowledge him. Books that treat this theme should be brought to them.

The need to know, explore and experiment into new grounds show at early childhood stage. Children become inquisitive and start asking many questions. This need to investigate and to know for sure is a healthy sign of intelligence. The keener the child is mentally, the wider and more persistent his curiosity will be. The need to know accurately is basic and could be hunger or thirst which books satisfy properly. Here exploratory books about other parts of the world, animals, plants, planets, stones, technology, etc. are good information for children. Do it yourself books, dictionaries, encyclopedia and other quick informative and reference works are good for the curious child.

The Child's Learning Situation

Let us now focus on the main discussion of this paper which is the practical aspect of encouraging children to read on their own after the psychological basis. Recent writers like Effeh (1984), Fanoiki (1985) and Osunkoya (1985) have all concluded that Nigeria is not a reading nation. The country is largely illiterate and much has to be done to inculcate reading values and functional literacy. Where attempts are made, the approach is haphazard and the people in charge are left more confused than they had

started. Awoniyi (1985) then asks, "If adults do not read, how then can the child be motivated to read". The best time to form a good reading habit is in childhood. The problem in Nigeria is the absence of facilities for reading and even where they exist are poorly managed as readers engage in a struggle against inadequate facilities. Most Nigerian children grow in homes devoid of books and since children have no examples from their parents, they don't read too. A few children read to pass examinations only and most parents don't buy books that aid reading at home for relaxation. The government is yet to provide libraries in the primary schools in spite of her avowed good intentions in the National Policy on Education.

Publishers are not ready to invest properly in the publishing of children's literature. Most are not even skilled in the art because publishing for children is even more difficult than adult literature. Adedeji (1984) and Fanoiki (1984) have both concluded that most of what is published is textbook oriented for examinations and much less is published in the local languages.

Language problem is there to grapple with. Aboyade (1985) noted that this situation impedes reading skill in children. Jam (1985) summed up that certain things are not easily explained in the local languages and authors of books in local languages should do more research e.g. the equivalent of velocity in Tiv language, the single word for music in any language in Nigeria and the problem of one word standing for many things with of course a lot of diacritical marks. A lot of work on orthographies in the local languages has to be properly developed.

The public library that should help in this respect is often not adequately equipped; and until such becomes the case, the situation is likely to persist for sometime.

The Child's Learning Processes

Much has been said above about the average Nigeria home where books are simply absent and efforts to acquire them seem wasteful. The child therefore grows in the home with no reading experiences. His peer group cannot do much help as there are few homes where parents provide books to their children. The unfortunate aspect of that is, such parents live in secluded areas where the vast majority of children from poor homes cannot reach them easily. The public libraries are few and poorly stocked where they exist. The right type of staff to handle children are lacking and children have to be aided by untrained attendants/assistants or some enlightened parents. The problem therefore goes to the schools where most teachers have no knowledge of library practice nor service to young adults. Most teachers themselves may have passed through such ill-equipped schools and so the struggle continues. The question now is whether the teacher who went through such a difficult programme would be prepared to change to become committed to really helping his pupils.

The teacher librarian is a new development whereby those who teach are taught routine library practices so as to be able to start and manage their school libraries. Othihiwa (1973) says a teacher librarian should be an experienced practitioner with personal interest, not only in books in general, but also in the sort of books children enjoy. He may be a teacher of any subject, or be concerned with information subjects

in which the use of books play a large and important part. He should have knowledge of pupils likely requests.

At Home

The child has come to stay and everything should be done to give him a sound start in life. Children should play with different play items. This is good for children who are yet to develop speech. As soon as vocalisation starts, he should see, identify and touch, feel, taste, smell as many play items. Children in this category belong to the sensory motor stage i.e. from birth to two years. He should be introduced to books that have no words but only pictures of familiar objects like the toys he plays with. The parent should also help to put the book in the correct position as he is likely to hold it any how.

At School

The child who goes to school as a beginner has had some acquired experience and knowledge at home. The first class is age six but pre-school or nursery grade range below six years. The child at this time in the pre-operational thought whereby he is capable of mental activities and symbolic play. He could ask few questions and imitate a lot. He has now acquired language proper and is still egoistic but would have started to make friends outside his immediate relations.

The teacher should be familiar with children's verbalisation and vocalisation errors and how to correct same. This beginners class needs a self controlled humane teacher whose example lay a good foundation for later education. The pupils themselves need a lot of play objects in class.

Children should try to pronounce to the hearing of the teacher and class but laughter should be discouraged and reward be encouraged for correct responses. The lady bird books are good for this group but it will be better if the themes treated have cultural values and relevance to the surroundings of the children.

In the Wider Society

The library as a dynamic store house of knowledge does a lot to encourage reading. Everybody comes to the library and reads or borrows information as he likes, of course subject to existing regulations. There is usually a school library section within the public library and its activities are geared towards encouraging reading in primary and secondary schools. The staff of such a section should be competent in instructional methods and should have ability to work with children. Children of all ages come to the public library and each must be served according to his or her needs.

Book publishers should be encouraged by government to produce books for children by guaranteed copyright and protection of sales to schools and libraries. More attention be given to books in local languages as the first language a child learns before any other ones. Public spirited individuals, publishers, governments or higher institutions should be called upon to institute awards for best author/publishers of a children's book each year. At the moment too few of such exists in Nigeria.

Government has to do more than mere lip service assurances. Actual funds to be disbursed to the library board to carry out the encouragement of reading and information to the general public i.e. building of more branch libraries in the local government areas and procurement of books and relevant materials as well as the recruitment, training and retention of personnel to man such branches.

Public libraries should help primary schools to start library services. Headmasters who are committed should start something modest even if with a few titles and then turn to parents for help i.e. The Parent Teachers Association (PTA).

Conclusion

The encouragement of reading is not a one man job as has been outlined in this paper. It is highly recommended that the Government of every state set into motion, a machinery to implement in practical terms the recommendations of the National Policy on Education and the blue print on it as regards the provision of libraries in primary and secondary schools. They should also direct without delay that the colleges of education within their domains to train teacher librarians.

We are in a dynamic changing world where things we never dreamt of, are happening. Primary school libraries are one of such welcome changes as well as workshops/seminars for managers of libraries at this level. We should resolve here to encourage our children to read at home, at school and even in the wider society.

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The Training Component of the Support Services offered by Software Vendors in Botswana

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Abstract

Software support services, particularly training, offered by software vendors in Botswana are surveyed. A questionnaire was administered to all software vendors as listed in the PC NEWS magazine of May 1994. The findings indicate that a lot of significance is placed on software support by all vendors. There is a correlation between vendors length of time in business, and existence of software support infrastructures. Recommendations include among others, a mandatory integration of training into the software sales and installation process, increased communication between vendors and consumers to facilitate successful systems supply on the part of the vendor and successful systems acquisition on the part of the consumer, incorporation of customised training in every software acquisition budget and development of corporate strategies in the acquisition of IT in general and software in particular.

Introduction

In general terms, software vendors are viewed as agencies who come in between the software manufacturer and the software consumer. Their main role is to supply consumers with software that meets their needs, and to offer support services that pertain to the application of this software, such as general software quality assurance, maintenance, and adaptation of software to suit specific needs.

In Botswana, the immediate concern of the information technology (IT) end-user is assurance that sufficient guidance and support is available from system suppliers in the acquisition and application of hardware and software. This concern seems to be more pronounced with regard to software acquisition.

With the evident proliferation of computer software on the market, consumers are becoming increasingly dependant on the vendors for knowledge of not only how to operate the new software, but also how to maximise the benefits of using it. If one

looks at the PC NEWS magazine (Botswana's only computer technology magazine) which is issued monthly, one will note that each issue announces at least five new software products or higher versions of software already on the market.

Although software packages are now better documented and it is now easier to follow, most of the instructions provided in manuals, for the average consumer or purchasing any of the new software products means a need for new knowledge on how to use it. This is because of the increased sophistication of new software products, it also means a substantial amount of training has to take place for the consumer to make effective use of the products they purchase.

The plight of the software consumer in Botswana is made more acute because of the prohibitively high costs of computer courses offered by the local formal computer colleges. Also courses tend to be generalised, whereas training being sought at the time of purchasing a software package is almost certainly to be product-specific.

This is where the vendor comes in. While it is appreciated that the vendor is not usually expected to provide comprehensive formal courses such as those offered in computer colleges, nevertheless, he is expected to provide training and other software support services with respect to specific products they sell. This will enable the consumer to maximize benefits derived from using these products. This paper is aimed at assessing this training; how is it determined? Do consumers have a say? What is the structure and content of such training? Are there any set standards? These are some of the questions that the survey is designed to answer.

Literature Review

A review of the literature indicates that a lot of significance is placed on support services offered by vendors, and that this is a critical factor in software acquisition. Some of the major decisive factors in software acquisition relate to the suppliers themselves, i.e. their technical capability, their responsiveness to consumer needs and problems, the profile of their support services, and among these, consumer training features very high. For instance, Mason (1983) highlights three factors that should be considered when choosing a vendor: support before sale; cost of system; and support after sale;

Importance of software training is recognised by both vendors and consumers. Hyman(1991) writing from a vendor point of view, says training and support are essential if staff are to make the most effective use of computers. Without this training, consumers may not gain maximum benefits from their systems. He suggests ongoing support in a variety of ways, such as telephone hotline services.

Litchfield (1990) also provides information from the vendor point of view. He suggests that the vendor-consumer relationship is a long-term relationship and it depends on the responsibility vendors have to train consumers properly. This will ensure successful implementation and use of their systems. On the other hand, Fielden(1987) provides a checklist for buying software, and training and support are listed among them. He highlights characteristics that make a software package worthy of purchase: cost, responsiveness of dealers, support and training.

Javichandran and Banerjee(1994) in their case study of information systems usage in USA banks, identify areas where support is needed for successful operation of information systems. These were: installation and updates, problem solving and training and documentation. Their study also revealed that training and documentation were the areas most lacking in support. They further suggest that this training could be provided by internal information systems departments and from vendors.

Objectives

The broad objective is to critically assess and make recommendations concerning training offered by major software vendors in Botswana. Therefore the survey hopes to address the issue of adequacy of software support services offered by software vendors in Botswana. In particular the survey is concerned firstly, with the supplier-consumer relationships, secondly, with the general support services offered by the vendors and, thirdly with the training aspect of the software support services.

Methodology

The survey method was used to collect data. The source of the data was the software vendors, who supplied the data during the months of August and September 1994. Ideally the study should survey all vendors in Botswana in order to get comprehensive information on vendors. However, the study is limited to Gaborone because majority of the vendors in Botswana are concentrated in Gaborone, the capital city of Botswana. As over 90% of vendors in Botswana have their main offices in Gaborone. Thus a study of vendors in Gaborone will be fairly representative of vendors in Botswana.

The instrument used for data collection was a questionnaire designed to meet the stated objectives. This was supplemented by interviews.

Analysis and Discussion of Results

Computer trade in Botswana is a relatively new business, only two companies out of 14 have been in operation in Botswana for more than 10 years. On the average, most companies have been in operation for two to four years.

Out of the 14 companies surveyed, 12 companies had all their operations based in Gaborone, while two companies had subsidiaries elsewhere. ie. in Lobatse, Kanye, Francistown, Orapa, Jwaneng.

Table 1: Profile of Support Services Offered by Vendors
N= 14

Services	No. of companies	%
Documentation (literature)	14	100
Calling for assistance	14	100
Warranties	14	100
Back-up copies	13	93
Examination copies	12	86
Training	12	86
Demonstration discs	11	79
Up-dates	11	79
Trade-ins	6	43
On-going software maintenance and development	3	21
Other related services	7	50

Table 1 shows that all companies offered documentation, calling for assistance and warranty service. While over 70% were involved in back-up copies, examination copies, training, demonstration discs and up dates. Only 43% and 21% of the companies were respectively involved in trade-ins and soft ware maintenance. Only one company offered 100% of the services. This is also an indication of the 'youthfulness' of the computer trade in Gaborone. Three companies offered 90% and four companies offered 80%. Fifty percent of the companies offered permanent backup services for hardware and software they supplied. Twenty five percent offered backup equivalent to that offered by the hardware and software suppliers. The rest of the vendors varied their backup services according to details of individual contracts. (exact details were not revealed)

Software Training

The initial concern of the research project was to appraise the induction (orientation) training offered by computer software dealers. However, this had to be expanded to include other comprehensive training(customised training) offered by computer dealers. The responses show that very little significance was accorded to induction (orientation) training, and that computer dealers expected consumers to subscribe to some form of training for every software product they purchased.

Significance accorded to training was assessed on the basis of existence of training units with adequate infrastructures and the number and qualifications of staff designated as trainers or software support. Out of the 14 companies surveyed, only

six had training units as revealed in Table 2, and four with well developed physical infrastructures for training. There was a correlation between number of years in business and existence of training units. i.e. companies with more years in business had well established training units; suggesting that the newer companies may also eventually have well developed training units as their integral parts in due course.

Table 2: Distribution of Training Units according to experience in Business

Years in business	No. of companies	No. with training units	%
0-3	7	1	18.2
4-7	4	2	50.0
8+	3	3	100.0

It was also evident that the companies with training units as integral parts had a more systematic approach to the issue of training. This is evidenced by clearly stating training objective in the responses from companies with training units, as opposed to vague ones from companies without.

Induction training in software purchased existed in 12 of the companies, But at very different levels, ranging from two-hour demonstrations to a more comprehensive two-day training.

Customised training existed in nine of the companies surveyed, but the initiative to obtain this training had to come from the customer. Otherwise vendors would not be concerned with anything beyond giving consumers the induction training.

Four of the companies that offered product-specific training, indicated that they only trained if the product for which the training was sought was originally purchased from them.

Induction training in 12 of the surveyed companies was free of charge, in other words it was considered to be part of the sales process. However, customised training charges were based on quantity and level of curriculum materials covered.

Level of Training

From the responses received, it was evident that induction training was just a demonstration of the main features of software, It was generally assumed by the

vendors that the consumer knew about the work environment of the software. Furthermore, the responses indicate that for induction training, three companies provided a standard demonstrations at their premises, five companies provided standard demonstrations at either their premises or customer premises (whichever was convenient for the customer) and four companies provided demonstrations at customer's premises.

The induction training was a brief standard demonstration of 2-4 hour duration in nine of the companies, and only three companies offered more comprehensive content of 1-2 days. There is not much control of content by customer in the induction training, the content is decided by the trainer.

Specialised Training.

While six vendors dealt with a wide range of software, they specialised in one, for which they held sole authorised distributor status. These offered specialised training for this software. eg Autodesk and Oracle. For these, vendors expected consumers to request customised training with every purchase. Induction training did not seem to exist for these specialised software packages due to their specialised nature, except where customers were upgrading.

The qualifications of people involved in training customers were quite diverse. Some were diploma holders, others were graduates (first degree holders) of computer sciences, others electrical engineers, yet others were in possession of masters degrees. Some of the companies did not specify the qualifications of their trainers.

Collaboration /Coordination/Cooperation

Except in two companies, there was no cooperation of any sort among the various computer companies. Perhaps the conspicuous lack of cooperation is due to the competitive nature of the business. However, there was collaboration in four of the companies with local computer schools, in the form of subcontracting training. i.e. once consumers purchased a package, and requested customised training, they would be referred to the computer schools with which the vendor had agreements to undertake this training. There was also no collaboration/coordination/cooperation between vendors and the University of Botswana, or the Botswana Polytechnic with respect to training.

Only five dealers felt that collaboration and cooperation among software dealers would be beneficial with respect to standardisation, and handling of mutual problems, as well as staying abreast of computer software trade trends.

Customer Vendor Relationships

Vendor responsiveness to customer needs was high. All companies surveyed stated that they endeavour to offer 'total solutions' to consumers, rather than just selling hardware and software packages, they appraise organisations and offer an IT solution. This is indicative of possible long term relationship if dealer is responsive to

consumer needs. However, this can only be verified in a few years time, considering that most companies have only been in this business for two to four years and they do not have a sufficient number of reference sites to confirm this.

Timing of Training.

Seventy percent of the companies indicated that they provided induction training after installation. The implication of this is that the consumers would then continue to practise whatever they had covered in the training. However, 30% provided it any time at consumer's convenience.

Generally, there were no problematic areas of training identified by vendors. However, one vendor indicated that software with high level of skills requirements, such as DTP, generated a lot of customer queries and request for support and training. However, it was also pointed out by vendors that generally consumers did not have problems with software because they never got to use the advanced features of the software.

Evaluation of Training

There is no evaluation of the induction training. Only customised training is evaluated. Methods used were follow-ups, tests, progress reports.

Conclusions and Recommendations to Vendors

Broadly, the findings indicate that customers do not have much control on the content and structure of the induction training. However, they do have control on customised training. The findings further reveal that there were no standards adhered to in the software training offered by the vendors. A couple of the companies did not offer training at all. Vendors should set out induction training as an integral part of the sales and installation. There should be more communication between the vendor and the consumer, as this forms the basis for successful supply of systems on the part of the vendor, and successful systems acquisition on the part of the consumer.

Cooperative efforts among vendors should be encouraged as long as they don't infringe on dealer's domain (although difficult due to competitiveness of the business)

Induction should ideally be after installation to ensure that consumers keep up the practice so that they don't lose what they learnt. Induction training is really too superficial to take the place of comprehensive training. Consumers should therefore include training costs when they budget for the purchasing of software to ensure that they receive comprehensive/customised training that will enable them to fully utilise the capabilities of their software. Sourcing training from the supplier is no doubt still the most desirable way of getting customised software training.

Customers should visit several companies and assess the offers made by vendors on basis of not just the price, but back up services, training, warranties etc.

It was clear that volume of business determined level of flexibility of the vendor, in terms of charges, contracts etc. For the individual buyer, suppliers are less flexible as compared to corporate buyers. So consumers (both individual and corporate) should shop around more and let suppliers provide in writing what they are offering. Individual can increase their volume of business by getting both hardware and software from the same dealer. (All vendors surveyed, with the exception of two deal in both hardware and software).

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Security Management of Collections in Ethiopian Academic Libraries

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Abstract

The purpose of the study was to investigate the state of protection of library collections in colleges and universities of Ethiopia. To this end the study focused on the extent of losses and mutilation, existing protection policies and procedures, especially exit control, and problems if any, and also identification of strategic precautionary protection mechanisms. Losses between 20 and 30 titles annually were very common, while few respondents reported over 100 titles. Losses for a five-year period covered by the survey were between 0.25% and 1.66% of total stock, most likely higher if regular and thorough inventories were conducted.

Introduction

Libraries are places where information services are rendered to users. Catering to the needs of users, in the context of libraries, ideally means provision of physical and bibliographic access to information sources. In the process of user-resource center interaction, among many other outcomes, loss and/or mutilation of the collections may occur. This seems inevitable. But when the loss or mutilation of material is significant there is cause for concern and developing and pursuing a protection policy becomes imperative.

Protection of documents is a practice with a long history. Keeping clay tablets and parchments in pots in ancient Middle East and chain-locking volumes in the Europe of the Middle Ages testify to the fact of the menacing losses. Despite the invention of printing and the consequent reduction in the price of books, the intensified thirst for knowledge in the Renaissance created new hazards for libraries (Thompson, 1944; Towner, 1988). The risk of losses to manuscripts and printed matters continued to grow in the West where the establishment of libraries has been accelerated with increasing literacy and has further been bolstered by the growth of the publishing industry. Book theft grew so serious that it became a topical issue of the First International Library Conference in 1877 (Thompson, 1944). The rate of incidents of

theft at the present time has increased immensely. This fact is illustrated by the notorious theft by one individual of one-million dollars worth of materials from forty libraries across the United States.

A number of studies have come up with precautionary protection policies and procedures recommended for adoption where specific contexts warrant them. Developing an effective written library protection policy and procedure is essential. According to Cronin (1980), the time to discuss guidelines about security should be before the problem arises; there will be no time to discuss such matters in the face of a crisis. Conducting user studies to enable the library to improve its services is a crucial strategy, since attending to user needs has the added benefit of helping create an atmosphere in which theft or mutilation will be less likely to result from frustration. Mutilators have been found to have unfavourable opinions of libraries (Hendrick & Murfin, 1974; Murfin & Hendrick, 1975). Some of the management practices that facilitate attendance to user needs include provision of regular reference services, adequate signs announcing all the services offered and improving the approachability of library staff. These are some of the seemingly commonplace routines which can help develop positive attitudes towards the library.

Exit attendance and checking using guards or library assistants has proven to be ineffective, and moreover, it is expensive. Assigning library assistants to cater to users at service points and also to check exits further diminishes their performance. Research has established that in such a context "one person cannot be responsible for two sets of activities without compromising the efficiency of both, at least at certain times" (Smith, 1985). A consistently effective means of security check is machine-based; specifically it is the electronic security system. Installing electronic theft detection systems and surveillance systems which use cameras, radios, electronic monitoring equipment, etc., significantly reduce losses, albeit they have flaws (Olsen & Ostler, 1985). Guards (or even more so, library assistants and attendants) will become more expensive over time. In fact a study conducted in the U.S.A. has found out that the expenses for guards will surpass within one year or a few years at most the largely one-time major expense of ESS (Smith, 1985). The expenses for guards may not be the same every where, but that the effectiveness of guards cannot be sustained throughout seems to hold true in very many places. However Knight (1978) cautions that the selection of the ESS that fits a library depends on the financial capability of the library, the system's potential benefit, and above all, on the availability of a reliable and locally-based service.

During the last twenty years the student population of institutions of higher education in Ethiopia has increased by around 300% while the budget of the libraries has not shown any marked increment. Libraries with their limited resources had to cater for the information needs of the growing user population. To make matters worse the purchase of books and periodicals from abroad has been totally discontinued since 1988.

Loss of books from academic libraries in Ethiopia, though no study of significance has documented it, is coming to light from isolated reports of incidents by librarians (Annual Reports... 1987-1990, *Addis Zemen*, 1989). Missing library books find their way to side-walk second-hand book stalls and peddlers while sometimes some

titles are recovered at library checkpoints from users who claim to have bought them from second-hand book peddlers (Letters in "Security" file, January and August 1987). Burglaries also recur occasionally (Letters in "Security, July 1987 and December 1988).

Records of losses of books abound but apprehensions of the thieves hardly come to light. How serious is the loss and mutilation of library materials in universities and colleges in Ethiopia? Of special emphasis in this study is the exit checking mechanisms of the academic libraries.

Procedure and Methods

A survey questionnaire was distributed to fifteen libraries in colleges and universities distributed throughout the country. Attempts were made to survey all libraries of academic institutions that were functional at the time of the survey. Only one institute, an agricultural college was not surveyed. The Addis Ababa University had at the time about eight major branch libraries, and hence the researcher felt that such an institution with many relatively large libraries with distinct collections and user groups should be represented by more than one of its branch libraries. Thus four libraries in the system were randomly selected and included in the survey to get a more meaningful picture. Out of the four branches, three returned usable data. The respondents were librarians or persons in charge of the management of the units at the time. Responses were solicited through the academic heads of the institutions. These surveyed libraries were located in the capital city Addis Ababa (7) and the regions (8). Those in the regions were: College of Medical Sciences (Gonder), Polytechnic Institute (Bahir Dar), Teachers College (Bahir Dar), Junior College of Agriculture (Ambo), Health Sciences Institute (Jimma), Junior College of Agriculture (Awassa), Forestry Resources College (Wendo Genet), and Alemaya Agricultural University (Alemaya). The ones within the metropolitan area of Addis Ababa were: Kotebe Teacher Education College, Junior College of Commerce, College of Urban Planning, and four branch libraries within the Addis Ababa University library system, namely, Kennedy (Social Sciences), Science, Law, and the Institute of Ethiopian Studies.

The survey solicited data covering a five-year period between the academic years 1984-85 and 1988-89. The questionnaire was initially developed for a pilot study of three libraries and was later refined for this study. In addition to the questionnaire, observations of some library buildings and lay out were made, with special reference to the exit areas and their control, and also discussions were conducted with some of the libraries' staff. Out of 15 libraries to which the questionnaire were mailed, 14 usable responses were received. The return rate was thus over 93%. Returned survey data was processed for analysis.

Findings and Discussions

The findings are discussed mainly in relation to the general background of the libraries surveyed, losses and mutilation and protection procedures.

General Background

The holdings of the libraries surveyed range in size from 5,000 volumes to 100,000. The collection size of each academic library in the country falls within this range. Users of the libraries range from 200 to over 5000. The user population of course is made up of students and faculty, but also other support staff of the academic institutions, and external users. Almost all the libraries surveyed allow access to their collections by external users who in all likelihood have no other information centre available to them.

The sizes of collections hardly meet the needs of the user population. The user collection (user:book) ratio ranged from less than 1: 5 to 1:42 taking into account only students and faculty as users. But the user population in 79% of the surveyed libraries included non-academic support employees and/or non-institutional external users too. The proportion of this latter group was between 3% and 39% of the total user population. When these users were taken into account the user:book ratio was reduced in most of these libraries.

Losses and Mutilation

Books were the most frequently missing type of material in 79% of libraries and periodicals in 7%. The rest, 14%, did not have these records in this regard. Mutilation was a problem for 93% of the libraries. Materials most frequently mutilated were books on reserve for specific courses and books and periodicals with illustrations.

Losses of between 20 and 30 titles annually were very common, while a few reported over 100 titles. The losses in the five-year period covered by the survey were between 0.25% and 1.66%, not an insignificant rate for libraries with very limited collections. Compared with the annual average losses of between 1% and 10% not uncommon for academic libraries in, for example, the UK (Jackson, 1991) and the USA (Chu, 1985), it may seem low. But assuming that the statistics of the libraries were largely estimates, it is very likely that the rate may be higher if thorough and regular inventories were carried out.

Protection Policies and Procedures

Of the libraries surveyed, 79% reported that they had an established protection policy/procedure in use while 14% did not have any. However library staff do not seem to have been oriented about them. Furthermore a tradition of regularly involving staff in identifying vulnerability and in searching for corrective measures in security was not common. The few libraries that conducted some kind of brainstorming reported that the sessions were usually prompted by extraordinary incidents of theft and/or mutilation. The actual state of things as the interviews indicated support the latter point about discussions being prompted by extraordinary incidents. The likely conclusion one can draw from this state of affairs is that either there were not so many libraries with clearly worked out and written protection policies and procedures or that the staff were not acquainted with them. Neither of these alternatives provides any confidence in the security of the libraries.

All libraries, without exception, had exit checks. They used attendants, circulation desk assistants taking turns, or guards to control exits. However, while about 86% responded that they had a policy of checking all users at exit controls, 14% did not require faculty members to have their briefcases, bags, etc. checked, and no explanation was given.

As revealed in the table, 78.57% of the libraries considered that the very dullness of the job of exit controllers made them ineffective; 57.14% assumed that exit controllers were reluctant to check bags, briefcases, etc. of faculty and other staff of the institution to whom they (the exit controllers) felt subordinate; 50% of the libraries felt that reluctance due to familiarity/friendship with users was a problem. Generally a significant proportion of the librarians seem not to be convinced about the effectiveness of employing manpower at check points for one or other reason. Unfortunately nothing has been done to alter the situation.

Table 1: Perceived Inherent Flaws in Using Exit Controllers

Flaws	No.	%
Dullness of the job	11	78.57
Feeling of subordination to users	8	57.14
Familiarity with users	7	50.00
Overcrowding at exit	7	50.00
Design of building	5	35.71

Other reasons for inaction were that libraries had become so busy and crowded that the staff had no opportunity to observe suspicious looking persons or likely offenders (50% of the libraries) while the poor design of library buildings for security purposes was mentioned by 64% of the libraries.

None of the libraries surveyed used an electronic security system (ESS). The need to use one was felt by 71%, while 29% did not consider that there was such a need. In the opinion of the respondents the cost of ESS was beyond their capability, ESS was not available on the local market, ESS may be considered after a new building has been constructed, the few losses did not justify purchase of ESS, library building had too many exits, since ESS may be beaten it is not worth buying, and that they could not consider ESS because of lack of enough information. These opinions could not be corroborated because none of the libraries had used ESS, but they are very pertinent observations. Definitely if libraries in places where power shortages and failures often occur install ESS, its use cannot be round-the-clock. Some back up power may be needed when failures occur. But this is a luxury that not many can afford. If, however, a library management is convinced that the benefits of using an electronic system supplants its limitations, it should consider assigning exit controllers to take over whenever power failures happen. Another very important consideration is the need to ascertain that technical services are available nearby, or else develop technical capability for in-house servicing. Seen in contrast to the relative demerits of solely

using exit controllers who are deemed to have the tendency of being selectively soft on some users, it seems that the adoption of electronic security systems is a good option.

Conclusion and Recommendations

From the findings, the conclusions that may be drawn are that losses and mutilation are problems in almost all the libraries considered; that compared with the size of their user population the collections of almost all the academic libraries in Ethiopia are dismally small and to make matters worse they are losing too many volumes, that exit checks using manpower do not seem to be paying dividends; and that better security management decisions need to be made and practised. Libraries in Ethiopia, hard hit by poor funding, need to develop protection policies that can help preserve the limited collections for longer periods.

Based on the findings, some relevant strategic precautions may be forwarded by way of recommendations. These precautions, aimed at minimizing or curbing loss and mutilation, can be used in various combinations depending on the specific needs of each library. The options are presented with the understanding that no system is totally effective. However, if library management can adopt appropriate strategies the effectiveness of the system adopted can be greatly enhanced.

(a) Develop practicable protection policies and procedures based on a realistic assessment of the security of the library to identify vulnerabilities for which corrective action may be taken;

(b) Enact library rules that are tough enough to discourage likely offenders. Libraries should be predisposed towards and be willing to take appropriate (including punitive) action against those who tend to remove books illicitly. If a library cannot and does not take any action, the motivation of the staff to be responsibly protective of the library's collections is diminished;

(c) Libraries should consider installing electronic security system (ESS) for it has greater effectiveness in reducing loss than the usual alternative - exit controllers - and it is economical in the long run too; furthermore, it does not discriminate among users, and does apparently not get bored; and

(d) The practice of assigning circulation desk assistants the additional duty of serving as exit controllers should be avoided because it does not seem to be effective.

Acknowledgements

The researcher kindly acknowledges the valuable comments and suggestions of Mrs. Rita Pankhurst, consultant in information management and development matters, and formerly Director of Libraries, the Haile-Selassie I University, Addis Ababa.

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Short Communications

A Citation Study of Education Dissertations at the University of Maiduguri, Nigeria

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Abstract

An analysis of citations to 56 dissertations in education reveal that most postgraduate students used more textbooks than other forms of materials. Three of the top-ranked journals including the most popularly used the Journal of the Science Teachers Association of Nigeria (STAN) were not available in the library. This means that students may have been handicapped in their research by non-availability of the required journals. There is a need for the Maiduguri University Library to improve its collections to ensure effective library educational research.

Introduction

The writing of a dissertation in a university is usually done under the supervision of a lecturer with the special knowledge of the field in which the dissertation is written. After its internal evaluation it is moderated by an external examiner before an oral examination on the work is conducted. While post-graduate students are bound to use various research or informational materials in the course of writing their dissertations, it is expedient that they use materials which are easily available and physically accessible to them. These informational materials used by the postgraduate students are usually cited in the dissertations as footnotes, acknowledged as references at the end of individual chapter, or collected at the very end of the dissertation itself. The references which sometimes referred to as citations even by their more bibliographic description shows the types of informational materials used.

It is assumed that the most frequently a journal is cited, the more important the journal appears to be in a subject field or discipline in which it is used. Journals are important instruments through which new discoveries of research findings, theories and opinions are communicated or disseminated. This paper examines the availability of the cited journals in the University of Maiduguri Library. Since no Library can acquire all materials needed for it's clientele owing to it's limited budget, the findings of the

study would serve as a selection guide to education journals in Nigerian university libraries.

Since the pioneer study of citation analysis by Gross and Gross (1927), many studies have been conducted in Africa which utilised citation analysis studies in various subjects, such as Ikhizama (1988); Gupta (1991), Iya (1994), Ephraim (1994).

Materials and Methods

Out of the sixty dissertations submitted to the Department of Education for the award of the M.Ed. degree of the University of Maiduguri, Between 1983 and 1991, fifty-six were available and their citations were examined.

The analysis of the data involved manual sorting of the references recorded on yearly basis according to their formats, which in turn were counted according to their citation frequency. Journals cited were ranked according to their decreasing number of citations. Owing to space and time constraints, only journals cited four times and above were listed and across checked with the current holding of the University Library for their current availability.

Results and Discussion

Table 1 shows that 2,377 citations were recorded from the 56 dissertations analysed. Of these, 959 citations were to monographs while 553 or (22.4%) were journal articles. Table 2 presents the top 10 ranked journals and their availability at the University library. *The Journal of the Science Teachers Association of Nigeria* (STAN) was ranked first with 82 citations, followed by the *West African journal of Education* (WAJE) with 35 citations. These two journals are Nigerian publications while the third and fourth ranked, are American and British publications respectively.

It was observed that the first ranked and most popular journal (*STAN'S Journal*) which started publication in the 1970's was absent from the University of Maiduguri Library. *Educational Administration Quarterly*, ranked third, although a foreign journal and found to be heavily used by students was also absent from the University Library. *The Journal of Research in Curriculum* published since 1983 was also not found in the Library. This means that these students consulted these journals either from the personal collections or other libraries or obtained the photocopies of those titles consulted. However, an interview with the serials librarian on the non-availability of Nigerian journals revealed, among other things, that there is no bibliographic control of journals published in Nigeria. The librarian while suggesting a more aggressive approach on the part of the publishers in advertising their journals, urged Nigerian librarians to create an effective mechanism to improve periodical bibliographic services in Nigeria. On the other hand, it is the responsibility of the University Libraries to acquire national journals for both research and teaching. Academic departments should also help in identifying relevant journal in their disciplines.

Table 1 : Literature Formats Cited

Format	No. of Citations	%
Textbooks	959	40.3
Journals	533	22.4
Conference proceedings	341	14.3
Technical report	150	6.3
Dissertation	137	5.8
Others	257	0.8
Total	2377	99.9

Table 2 : Availability of 10 Top most Ranked Journals in the Library

Rank	Journal title	No. of Citations	Country of Publication
1	*Science Teachers Association of Nigeria	82	Nigeria
2	West African Journal of Education	35	Nigeria
3	*Education Administration Quarterly	19	UK
4	J. of Research in Science Teaching	16	Nigeria
5	J. of Nigerian Education Research Association	14	Nigeria
6	J. of Educational Administration	11	USA
6	Nigerian J. of Counselling and Development	11	Nigeria
7	Admin. Science Quarterly	10	USA
7	The Counsellor	10	Nigeria
7	*J. of Research in Curriculum	10	Nigeria

* Not available in the University Library

Conclusion

The major finding of this study is that, the majority of postgraduate students in education use textbooks more than other forms of library materials in writing their dissertations. This is in agreement with other studies in the social sciences like that of

Kirkham (1989) and Guha (1971). While the University library should solicit the co-operation of Education Department in developing its journal collection in education, the acquisition and serials librarians should periodically undertake user or citation studies to ensure more efficient and effective transformation resources development which can satisfy the research needs of lecturers and students.

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Book Review

Issues in African Librarianship. By Anaba A. Alemna. Accra: Type Co. Ltd, 1996. 108p.

The book consists of ten chapters which address a wide range of issues in African librarianship. The first chapter explores the authenticity of African libraries and librarianship. It suggests that librarianship in Africa should not just emulate activities of the profession as it stands in the developed countries, but should address issues peculiar to the African environment. Hence the need to develop own library systems and theories, rather than adopting a one-to-one transfer of innovations.

Chapters two and three deal with indiginizing library and information services in Africa through the documentation and preservation of oral culture and the use of indigenous languages. The fourth chapter identifies some common threads that run through national library and information policies in developing countries, but also notes that despite the existence of these policies in most African countries, there has been little achievement in terms of implementation. The fifth chapter presents a picture of the state of interlending in most African libraries. Chapters six and seven discuss the professional associations and their role in research and publications.

The eighth chapter covers library education and training, and suggests that for training to be relevant, it has to address current issues and problems facing the profession in Africa. A list of schools of library and information science in Africa is provided. However, a major omission is the exclusion of schools in South Africa. The ninth chapter dwells on constraints to information technology (IT) adoption and utilisation in Africa in general and in the information profession in particular. The chapter also discusses the potentials of IT application in information work and suggest approaches to library automation.

The tenth chapter is appropriately chosen to reflect the gist of issues underlying chapters one to nine, and more importantly presents a number of more realistic suggestions for the way forward to achieve positive change and improvement. A major advantage of the book is that apart from enumerating the many problems militating against growth and development of the information profession, it also makes suggestion in attempting to deal with most of these, so that one reading the book, although struck by the awesome volume of prevalent problems, will not be left with a sense of hopelessness, but may also see possible approaches to address them. The book is well written, although its physical presentation sells it short. It has numerous typographical errors and a major collation(paging) error. In this regard one would suggest re-printing the book and giving it a better physical presentation.

Lesley M. Moyo
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PROFESSIONAL NEWS AND EVENTS

DDC 21 is out

Dewey Decimal Classification 21st edition is out. It is available both in printed and electronic versions. The electronic version can be used by single and multiple users. The new edition contains major revisions in 350-354 Public administration, education 370 and life sciences 560-590. The countries of the former Soviet Union has been revised. Over 150 pages have been added to the relative index. It is distributed by OCLC Europe, based in Birmingham, UK.

A New Information Studies Department in Tanzania

A training school for librarians and information specialists at the leadership level has recently been established at the University of Dar-es-Salaam, Tanzania. The duration of the programme is 18 months. It consists of 9 months of course work and 9 months of dissertation. The programme is open only to holders of a first degree in any subject.

Another university librarian becomes professor

Mr. John Nawa, Director of Library Services at the University of Tanzania has been appointed a professor at the University of Tanzania. He is the second librarian to be appointed a professor at the University of Tanzania Library. It will be recalled that Prof. Lundu of Copperbelt University Library, Kitwe, Zambia was appointed in 1995.

Grants for Librarians

Librarians from academic and research libraries anywhere in the world can apply for Cooperative Research Program Grants to enhance librarians research skills, promote better communication between librarians and teaching faculty and facilitate research on library operations. The grants up to US\$ 4000 are made annually, with a deadline of November 1

for applications. Information is available from Cooperative Research Program, Council on Library Resources, 1400 16th Street, N.W. Suite 510, Washington, D.C. 200036-2217, USA. Grants for doctoral dissertations are also available to doctoral candidates in librarianship from Africa. The grant up to US\$ 1000 is sponsored by the Association of College and Research Libraries Doctoral Dissertation Fellowship. Applications with a deadline of December 1 should state the proposal of research, its significance and methodology. It should be sent to Cheryl Bernero, Association of College and Research Libraries, 50 East Huron Street, Chicago IL 60611, USA.

(Culled from PADIS Vol. 10, No.3 pp.6-7)

FORTH COMING CONFERENCES, SEMINARS AND WORKSHOPS

November 11-15, 1996, Pretoria, South Africa. Ninth International Conference on New Information Technology. Themes : New information technology related topics, information and state, information- preservation and availability, information and individual/ personal use.

For further information contact Mr. Marinus Swanepoel, Director Library Services, Technicon Pretoria. Private Bag X680, Pretoria 0001, South Africa.

April 3-5, 1997, Tucson, Arizona, USA. USAIN/IAALD'97 Regional Conference. Theme: The Information Frontier : Linking People and Resources. Sub-themes: strategic planning; managing change, policy and social issues, building partnerships, designing information tools, training and distance education, quality and quantity : dilemma and opportunity. Abstracts should be sent to Debra Currie, LSU Libraries, Louisiana State University, Baton Rouge, LA 70803. Funding opportunities are available. The conference is jointly organized by the United States Agricultural Information Network(USAIN) and International Association of Agricultural Specialists (IAALD).

August 31 - 5 September, 1997 ,Copenhagen, Denmark . 63rd IFLA Council and General Conference. Theme: Libraries and Information for Human development. For further information contact IFLA '97 c/o S.B.T. Nyhava 31 E DK-1051, Copenhagen, Denmark.

ABSTRACTS OF SELECTED PROFESSIONAL LITERATURE IN AFRICA, 1995

Development Information

Wyley, Chantle(1995) Drowsy managers of Crisis? Librarians and Information Provision to Rural Communities. *Innovation*, 11, 4-11.

The paper discusses the role of information provision in relation to rural development. The major problem arises from inappropriately conceived messages which processed in uneven ways through inefficient channels to reach a target population which is unable to receive or utilise them. It concludes that library and information workers must relate to their work, information and communication systems to human resource development in the context of changing approach to socio-economic development.

Levin, Lydia (1995) Building Development Information on the Internet SangoNet's model *Innovation*, 11, 18 - 23.

For the development process in South Africa to include civil society in a meaningful way, broad dissemination of information is necessary. The internet is put forward as a tool to ensure that dissemination that takes place through utilising the scope and benefits of the web site concept. SangoNet's model (South African Non - governmental organisation network) is aimed at empowering NGOs to set up their own sites and to use internet to disseminate their information both locally and globally.

Archives

Olivier, Marie (1995) Continuity amid Change: The Process of Establishing a New archival Dispensation for South Africa. *S.A. Archives Journal*, 37, 5- 14.

The need for South Africa's public archives services to be restructured and for a new legislative frame work to be established, is placed in the context of country's passage to democracy. The imperatives of the interim constitution and the reconstruction and development Programmes are outlined. Various processes and structures designed to effect the transformation of South Africa's archival dispensation are described and explained. New archival legislation, it is argued, needs to ensure continuity amid change, give expression to the new socio political realities, embrace international norms and standards, and crucially , secure a sense of ownership by all South Africans. The framework for a new national archives act approved by the Consultative Forum for Archival Management and Legislation on 2 august ,1995 is included as an appendix.

Skotnes, Andor (1995) People's Archives and Oral History in South Africa: A travellers Account. *S.A. Archives Journal*, 37, 63- 72.

The article begins with observations on oral history in South Africa., based largely on the author's four week trip to the country in 1994. Dominant impressions are the widespread belief in people's oral history as vital contributor to democratisation, and the richness of both experience and resources. The focus then shifts to theoretical questions which informed the author's discussions with South African oral historians and archivists. A life history approach to oral history, it is argued, is the most rewarding. The approach is analysed from several perspectives, with the emphasis falling on ways of ensuring that people's oral communicates "authentic", if mediated, representation of popular memory and empowers the popular classes in the struggle for democracy. In conclusion, the article shifts focus back to South Africa with practical suggestions on promotion of resources , accessibility and networking.

JOURNALS ABSTRACTED

Innovation (Editors :c/o University Library, University of Natal Private Bag X 01,Scottsville, Pietermaritzburg, South Africa).

S.A. Archives Journal (Editors : Verne Harris and Annelie Nel, c/o Private Bag X 236, Pretoria, 0001 South Africa).

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AIMS AND SCOPE

African Journal of Library, Archives and Information Science is established mainly to provide a forum for librarians, archivists, documentalists, information scientists and other information related professionals in Africa to report their research findings but with emphasis on African setting. The Journal is refereed by distinguished scholars. Emphasis is on empirical research; however manuscripts of high quality on theoretical aspects of the three information related disciplines will be considered for publication.

NOTES TO CONTRIBUTORS

Three copies of the manuscripts typed double space on one side should be submitted. Ample margins should be provided. The title, author's name, position and place of work should appear on the first page. Subsequent pages of not more than 15, should include an informative abstract of not more than 100 words. Manuscript will be considered only if it has not been published elsewhere.

References and notes should be indicated in the text by names of authors and date of publication in brackets. The list of references should be listed at the end of the text.

References to journal articles should be in the following order: Author(s) date, title, journal's name, volume number, issue number and inclusive pagination e.g.

Mazikana, P.C. (1987) "Archives and Oral History: Overwhelming Lack of Resources" *Information Development*, 3 (1) 13 - 16.

References to books should be in the following order: Author(s), date, title, place of publication, publisher, pagination eg.

Aboyade, B. O. (1989) *The Provision of Information for Rural Development* Ibadan: Fountain Publications, 104p.

References to contributors in collected works should be in the following order: author(s), date, title of contribution, name of the editor, title of the collected works, place of publication, publisher and inclusive pagination e.g.

Neill, J. R. and Kotei, S. I. A. (1981) "Towards a National Information System for Botswana" in Inganji, Francis (ed.) *Use of Information and Documentation for Planning and Decision Making*. Gaborone : NIR, pp. 36 - 53.

No charge is made for publication. Twenty five copies of reprints of each major article will be supplied to the principal author.

Manuscripts and other editorial materials should be directed to the Editor in Chief, Dr. L. O. Aina, Department of Library and Information Studies, University of Botswana or to any member of the editorial board nearest to you.