



UNIVERSITY OF ILORIN
ILORIN, NIGERIA

COURSEWARE ON EFFECTIVE COMMUNICATION IN HIGHER EDUCATION: THE USE OF LIBRARY

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CHAPTER THREE

USER SERVICES AT THE UNIVERSITY OF ILORIN LIBRARY

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1.0 Introduction

Unlike the technical services which take place behind the scene and are often of indirect assistance to library patrons, the user services are carried out at the service outlets of the library and are of direct assistance to the library patrons. User services are provided in the part of the library most commonly referred to as Readers Services Division. This division usually comprises of major sections such as: Circulation, Reference, Documents and any other section with allied functions to the major

sections. The components of the Readers Services Division may vary from library to library for convenience. The Readers Services Division is the image making division of the library. This is because, it is at that division that the library patrons/users usually interact directly with the library and where opinions can easily be formed about the library.

This module will discuss the procedures for the registration of users in the library, explaining various activities in circulation and reference sections of the library. Emphasizes will be laid on charging and discharging of books. Inter-library lending and other functions in circulation unit will be discussed. Adequate discussion will be given to activities in the reference section. Types of reference inquiries will be discussed. Other services available in reference section will be highlighted. Also, identify and categorize different reference sources. In addition, services available in reprographic unit will be discussed. Assignment will be given to students to do in the library in order to have interaction with circulation and reference librarians.

Learning Outcome

2.0

At the end of the lecture, the students are expected to:

- i) explain how university registration automatically qualifies each student for library registration and borrowing of books;
- ii) differentiate between circulation and reference materials;
- iii) explain the differences among types of reference materials and how they are used; and
- iv) identify the rules and regulations that guide usage of library materials and acceptable mode of behaviour of library users.

3.0 Main Contents

3.1 Circulation Section

This is the most commonly available section for users to interact with the library. In fact, it is usually the first port of interaction with the users/patrons. The users interact with the section for the under-listed purposes, which constitute part of its functions.

- Registration
- Lending/Charging of books
- Retrieval of books from borrowers/Discharging of books
- Renewal of loaned books
- Interlibrary lending
- Reservation of books
- Notifying borrowers of overdue loans
- Imposing penalties on overdue loans
- Introduction of patrons to other libraries
- Library orientation, user education etc

3.1.1 Registration

Registration: This is an act of having detailed information/data of bonafide users of the library. It is a vital routine exercise carried out by libraries to enable identification of those who have the right to use the library. Libraries have the right to bar whoever fails to register from using the library. Registration of users also facilitates both lending process in the library and issuance of letters of introduction to other libraries. Registration of users guarantees the users the use of his/her library without any discrimination.

Process of Registration: Registration procedure in many libraries vary from one library to another. It depends on the type of the library. For a public library, registration it is a continuous process. Each user is registered at any time he or she shows up to be registered for the first time, The registration expires at a specific time. For a user to remain bonafide, he/she has to renew his/her registration.

Registration in the University of Ilorin library is once in a session. There is a token amount chargeable as registration fee. This amount varies from one library to another. For instance, at the University of Ilorin library, both undergraduate and graduate students pay for registration as part of fees charged by the University. The fee charged is two hundred Naira (N200.00) for undergraduates and post graduates pay five hundred Naira (N500.00) into the University account. Kwara State Public Library charges registration fee of six hundred Naira (N600.00) only which is paid directly to the library and National Library of Nigeria does not register its users, hence, it does not charge any registration fee. Registration fee, where it is in operation is subject to change from time to time as may be approved by the parent institution. Where applicable, a registered user may have to show evidence of payment by producing payment receipt.

3.1.2 Online registration

Online Registration Procedure:

All newly admitted students to undergraduate programmes are automatically registered online by the Electronic Support Services Division of the University of Ilorin Library. This is being done by using their Matriculation Numbers. This means that, it is after the University Matriculation exercise that the Library can register the students. This Matriculation numbers are collected from the COMSITS/NOC. The following information are usually provided: Name, Faculty, Department, Hall of Residence, (Residence Address if off-Campus) or Matriculation Number, Level, Session and any other information necessary. Once registered Online, there is no need to renew every session. After finishing the course of study, there is a way to discard the users from the registration list.

University of Ilorin Library provides Library Guide for each registered user. This specifies rules/regulations governing the use of the Library. These rules and regulations are specified later in this Chapter.

3.1.3

Lending and charging of books

Charging of books is an act of issuing out materials on loan to a user for use out of the library, i.e. an act of allowing users to borrow materials for use outside the library for a specified period. All types of library lend out their materials to their registered users, except the National Library that is mainly a reference library. Users are allowed to borrow materials from libraries for the convenience of use outside the libraries whenever and wherever they desire. However, not all materials are loanable out of the library. The loanable ones are textbooks on various subjects except those placed on reserve. Reference materials which in some libraries are marked 'REF' are not allowed to be taken out of libraries on loan. The method of lending (or charging out) materials to users varies from library to library. The method is referred to as charging system. These methods include Newark, Browne, Detroit, Dikman and Gaylord which are manually operated. Browne is popular with public libraries and Newark with both academic and special libraries. As a result of library automation, the methods are computerized in some libraries. The use of computer has made the lending process not only faster but also possible to get a list of users with overdue books with minimum efforts. The detail of each charging method is beyond the scope of this book.

Newark method has been in use at university of Ilorin since its inception. This is because of its simplicity and suitability for meeting the library. Furthermore, it does not require the use of any expensive equipment and it is self-charged. In some other libraries, during registration, a user is given a specific number of card which corresponds with the maximum number of books that such borrower is allowed to borrow. When the user borrows a book, one of the cards is taken from him or her and put in a pocket at the circulation area. When the borrowed material is returned the card is removed from the pocket and returned to the borrower (user). This type of borrowing is called pocket borrowing system. The majority of university libraries in Nigeria operate the pocket system.

Another method is to remove the card that contains the particulars – Author, Title, Call number, and Accession number etc of the book from its pocket. The borrower fills his/her particulars on the card and the date-due is shown both on the card and date-due slip on the book. The card is retained in the library while the book is given to the borrower. When the book is returned the book card is removed from the file and put into the book pocket after crossing out the name of the borrower from the book card.

Each library specifies the borrowing period and the number of books to be borrowed by a patron at a time. This may depend on the status of their patrons. Patrons of higher status are allowed to borrow more books and for a longer period. For instance, at the University of Ilorin library, each undergraduate is allowed to have in his/her possession on loan a maximum of 4 books for two weeks at a point in time. Postgraduate and Lecturers are entitled to 6 books respectively and for 4 weeks in each case. Limits are set in order to allow as many patrons as possible to have access to the limited library holdings.

University of Ilorin Library adopts Newark method of charging system. This entails filling of three carbonized slips which are in turn filed in the transaction trays and discharged when the borrowed books are returned.

3.1.4 Sequential steps in borrowing

Locate the library catalogue

Check the library catalogue for the entry of the desired material. If no entry on the publication, the library is likely not to hold it.

- If the Library does not hold the title – stop searching
- the entry removed, inquire from the staff
- the entry misfiled – try search again or contact circulation staff for help

If found

- Note the call number
- Proceed to the shelves guide(s)
- Browse the shelves
- Identify and locate the book(s)
- Retrieve and proceed to the circulation desk
- Check the Name/Matriculation Number of the User.
- Give the books to be borrowed to the staff in the Circulation desk for signing of date due
- Give the books to Circulation Desk to staff to type details into the Computer to complete the procedure.
- At the point of exit, show the book to the porter for clearance.

An act of taking any book out of the library without due process of borrowing contravenes the library regulations. Such action is met with necessary disciplinary action which may lead to expulsion from the University (for student) or work (for Staff).

3.1.5 Discharging of books

After a book(s) have been charged out to the borrower, it is the primary responsibility of the borrower to keep the material(s) secured and to return borrowed materials to the library on/before date due. When returning books to the library, take the materials to the circulation desk **DIRECTLY BY YOURSELF**. It is risky sending back borrowed material(s) through a third person. A borrower is liable for any item that is returned through a third person and which is not properly discharged from records and not found in the library.

When returning borrowed book(s), report directly at the circulation desk and hand over the materials to the circulation staff. Get back your own copy of the borrower slips (now crossed/cancelled). The triplicate borrower's slips are in different colours of white, yellow and pink at Unilorin library. The borrower's copy is pink. Where book card system is in operation, ensure that your name is crossed out on the card after the return of the book or get your card back as the practice may be. All

these serve as evidence of returning borrowed materials.

Please note that copies of the same publication are differentiated by copy numbers known as Accession number at the University of Ilorin library. This does not allow a borrower to present a publication that does not tally with the copy that is loaned out to him or her.

3.1.6 Notification and imposing of fines on Over Dues material

When a user fails to return borrowed library books as at when due, the circulation section sends the erring borrower a first, second, and third overdue notices. If the defaulter fails to respond, a penalty such as fines (a token) is imposed on him/her. This is to encourage the timely return of materials so that other users can have equal opportunity to access the materials when needed. The policy on overdue penalty varies from library to library. Some libraries withdraw borrowing privileges from erring patrons while some impose fines only. The amount charged on over-due materials varies from one library to another. For instance, the University of Ilorin library charges N20.00/day for first 15 days and N30.00/day thereafter. This is subject to change after proper consideration and due approval from the University Librarian.

3.1.7 Renewal of Borrowed Books

When books on loan are due and the borrower is still in need of the materials, the borrower(s) is/are allowed to renew the items provided no other user(s) is/are in need of the materials at the particular time. For renewal, take the materials to the circulation desk and if the material can be allowed, the circulation staff will stamp another date due on its slip. You exit the library after showing the material to the porter.

NOTE: The porter has the right to take back from any library patron any library overdue material belonging to the library or any other library.

3.2 Reservation of books in the library

No doubt, no library carries multiple copies of each title of its holdings that will go round all its patrons in specific areas. Therefore, when a particular title at a point is in great demand, and its availability in the library is limited, libraries usually place such books on reserve. This is to prevent the monopoly of use of such by a few privileged users. Materials are placed on reserve when lecturers request them for students' assignment, when the book(s) cut(s) across many disciplines and are in demand by many users. In the same vein, rare books are placed on permanent reserve.

The reserve collection is usually placed in close access in the circulation section of the library. Only the circulation staff that has access to and retrieve reserve material for any user on demand. Reserve materials are to be used in the library for a specified duration. However, such materials could be allowed for weekend borrowing when the library shall not open to the users. Whether a reserved item is to be used within the library or over the week end, the users shall have to sign duly for

the item and indicate their seat number or location in the library at the time of use within the library and contact address for week end use.

Any book on reserve loan may be requested for by completing a reserve request form. When such item is discharged, it is kept aside and reserved for the person who has made the request. She/he is informed by writing to come for the materials.

3.3 Inter Library Lending

No library can hold all materials that its users may require. For this reason, libraries enter into a cooperative scheme with one another to enable them provide their patrons with inter-library service. Materials that are available in one library but which are not available in the other library can be accessed by library users through inter-library cooperation. The lending library may make available either original or photocopies of the material(s) at a token cost to borrowers. If the original copy of the material is on loan to the user, the date due is specified to ensure security and prompt return of the material. The inter-library lending service is usually made available only to registered patrons of the borrowing library. At the university of Ilorin library, the service is open to only its registered students and staff.

Other Functions

The circulation section of the library carries out a few other functions apart from those outlined above. These are not offered directly to the users but are meant to facilitate easy access to library facilities.

- (1) Shelving of Materials: Users are not allowed to re-shelve any consulted materials. They are to LEAVE CONSULTED MATERIALS ON THE TABLE for circulation staff to shelve or reshelve the materials.
- (2) Weeding: In order to assist users not to waste their time going through materials that may not be of good use to them, obsolete materials are removed from shelves from time to time. Worn out materials due to heavy use may be removed from the shelves permanently or taken to the bindery for repairs, reinforced and re-introduced.
- (3) Statistics: The section collects and maintains statistics of users type, time of visits and use of library materials periodically for effective planning and decision making.

3.4 Reference Section

3.4.1 Reference Services

A reference service is a specialized kind of service that a library user obtains in the reference section of the library. A library user may pose questions (queries) in form of making inquiries to which the reference personnel supply answers that match (meet) the questions. Sometimes, the person who makes an inquiry may not be sure of what is needed or how to go about making such inquiry. The reference staff comes into the rescue either by re-formulating the query statement or by making materials that contain answers to the query available to the inquirer.

Types of Reference Inquiries

Katz (1982) identified four types of reference inquiries. They are Directional inquiries, Ready Reference inquiries, Specific Search inquiries and Literature searching inquiries.

- (i) **Directional Inquiries:** These are general information queries which require mere direction. They do not require the use of reference materials but require little time and are the most reference inquiries in the libraries. They are very short and specific. Such questions may be: Where is the library catalogue? Where is the e-library? Where is the University Librarian Office? etc
- (ii) **Ready Reference Inquiries:** These inquiries usually require uncomplicated responses. Such inquiries are When is the Post JAMB screening coming up at Unilorin? How far is Unilorin School of Preliminary Studies to the Main Campus? Who was the first Chancellor of the University of Ilorin? Who is the current University Librarian at the University of Ilorin? etc
- (iii) **Specific Search Inquiries:** These require minimal bibliography directional or advisory search and otherwise referred to as bibliographic inquiries. They require the use of bibliographic tools such as the card catalogue, OPAC, Index or a bibliography. Such inquiries can be, May I have an advertisement on vacancy at so so and so? Do I get articles on Rat rearing? How do I get information on invention of Aeroplane?
- (iv) **Literature Searching Inquiries:** This calls for comprehensive search on topics. This inquiry requires requesting for relevant materials on a topic such as for Research or Term Papers.

Besides the main reference services, the section may render other allied services among which are: referral, current awareness, user education, research assistance and Readers advisory services:

- (i) **Referral service:** This is a process of directing library user(s) to another agency for further help as regards information or materials needed. At times, the reference librarian may have to make direct contact with the agency through appointment or sometimes escort the patron to the agency. Specifically, Reference Librarian may be charged with the responsibility of introducing the patrons to other libraries for usage.
- (ii) **Current Awareness Service:** This is a mode of following and bringing the attention of library patrons to any in-coming documents into the library or any information that may be relevant to the library patrons. The information may be conveyed through accession lists of new arrivals in the library, information bulletins, telephone calls, current content lists and bill boards especially for call for papers and advertisements for seminars and conferences, etc. This is to keep the library clientele abreast of developments in their areas of specialization and it is most commonly found in academic libraries, documentation centres and special libraries.

- (iii) User education: This involves giving instructions to library clientele on how to use the library and its resources, particularly, the reference tools. For instance, Use of Library course in any university is a way of educating students about the library, its resources and services. Putting through an individual library user in the course of searching for an item through the library catalogue is also user education.
- (iv) Readers' Advisory Service: This is in form of assisting library users in the choice of materials relevant to their needs. This is commonly provided by the public and school libraries.
- (v) Research Assistance: This is in form of aiding library patrons in the formulation and selection of their research topics and research feasibility studies, putting them through literature search, citation style, deciphering unfamiliar citations as well as recommending journals for publishing of research reports.

3.4.2 Reference sources

The terms Reference Sources and Reference materials are synonymous. The materials can be in different forms specifically prepared and designed in solving queries from library users. It may be primary, secondary or tertiary material which has been enlarged, condensed, or evaluated by a second party. Reference materials are in groups, usually located and arranged in a definite order at the REFERENCE SECTION of a library and can be differentiated from other materials by putting REF. below the call mark. Principally, THEY ARE TO BE CONSULTED WITHIN AND NOT TO BE BORROWED OUT OF THE LIBRARY. Reference materials CONTAIN FACTUAL INFORMATION. Other features of reference materials include the fact that

- They are normally comprehensive in scope, condensed in treatment and ARRANGED IN SOME ORDER usually alphabetically for ease of retrieval on the library shelves.
- They are not for consecutive reading but for finding out bits and pieces of information.
- They are usually in high demand but held in limited copies and relatively expensive.

3.4.2.1 Types of reference sources

Reference materials are of two categories, those that provide information directly and those that will serve as a gateway to the real source(s) of information. The former includes Encyclopedia, Dictionaries, Directories, Biographies, Almanacs, Handbook, Manual, Atlas, Gazette, Year Book, Maps, Atlases, Gazetteers, Guide books. The latter includes Indexes, Abstracts and Bibliographies.

Encyclopedia:

They are generally in multi-volume and contain a whole corpus of knowledge within the scope of the subject in concise and accessible form. They provide first and essential facts only but they are not to say the last on a subject. Some articles in them run into several pages and into much technical detail. They contain both short and long articles and are uniform in content. In order to ensure that related subjects are dealt with in proximity with each other rather than separated by the random vagaries of the alphabets, they may not be arranged in alphabetical order. For a closer investigation, they may not offer any more than a starting point for a topic for which they have designed. They usually have bibliographies to articles which may guide users to further reading. Encyclopedias are divided into general and subject ones. Those dealing with all areas of knowledge are general encyclopedias and those whose coverage is limited to specific or group of subjects are subject encyclopedias. General encyclopedias are good sources for background information on any general topic and they answer facts or ready-reference queries.

Examples:

General Encyclopedia:

Encyclopedia Americana, New York: Grolier Incorporated, 1990, 30 Vols.

Encyclopedia Britannica 15th ed. Chicago: Encyclopedia Britannica Inc. 1990.32 Vols.

Subject Encyclopedia:

McGraw-Hill Encyclopedia of Science and Technology, 6th ed.

Kirk-Othmer Encyclopedia of Chemical Technology (Interscience) 23 Vol.

Dictionaries: Dictionaries are one of the most common reference books. Dictionary's concern is words, either the general words of a language or the special terms of a particular subject and may be in one language (monolingual), two languages (bilingual) or several languages (multilingual).

Dictionary can be of language or subject.

Examples:

Language Dictionaries include

The Oxford English Dictionary 2nd Ed.

Longman Dictionary of Contemporary English 3rd ed. London Longman

Subject Dictionaries include

McGraw-Hill Dictionary of Scientific and Technical terms 4th ed. New York: McGraw

Hill, 1989LM Miall and D.W.A. Sharp. A new dictionary of Chemistry London:

Longman, 4th ed, 1968H. J. Gray and Alan Issacs. Dictionary of Physics, Longman 2nd ed, 1975.

Directories: These list names and addresses of individuals or organizations and are arranged to match the need of their users. There are city directories, Institutional directories, professional directories or trade and business directories.

Examples:

The National Telephone Directory 6th ed. Lagos:

Nigerian Telecommunication Ltd. 1990

The ABS Directory of Business Schools London: Butterworth and Heinemann.

World of Learning, London: Europa Publishing.

Others are The Nigerian Medical Directory; and The Nigerian Industry Directory.

Almanacs and Year Books: These contain important events of the preceding year. Almanac is a compendium of data and statistics relating to countries, personalities, events and subjects and are more retrospective than the year book.

Examples: Whitaker's almanac, London: J. Whitaker sons Ltd.

Nigeria Yearbook, Lagos: Daily Times of Nigeria

McGraw Hill Year book of Science and Technology. New York. Mc Graw Hill.

Handbooks and Manuals: They are synonymously used having information in handy form meant for ready reference to established knowledge rather than recent advances.

Handbooks contain skillfully selected data presented in tabular form and judiciously indexed. They contain formulas with instructions for making particular products or producing certain reactions.

Examples:

LS Marks: The Standard Handbook for Mechanical Engineers. New York: Mc Graw Hill

H.H Huskey and G.A. Korn. Computer handbook. New York: Mc Graw Hill.

The steel designers manual.

New York Cross by Lockwood

CD Tomlin. The Pesticide manual 11th ed. Famham: British Crop Protection Council 1997.

Biographies: They contain information on prominent individuals dead or alive in given areas of endeavour. If written by one self, it is an autobiography.

Examples

Who's Who in International Affairs. London: Europa Publications.

Who's Who in Nigeria. Lagos: Nigeria International Biographical Center.

Autobiography of Chief Obafemi Awolowo.

Maps and Atlases

Map is a representation of earth's surface and its features usually on a flat surface while Atlas is a collection of maps which may be bound together. Both materials provide information about locations, identifications and features of places and serve as geographical sources of information. There are various types of maps. They serve different purposes. For instance, physical map illustrates physical

features such as mountains, hills, rivers, valleys etc of an area. Road map illustrates roads, rail-roads, and bridges. Political map limits itself to political boundaries such as towns, cities, countries and states. An atlas which is a collection of maps may contain various types of maps and serve the purposes that the constituent types of maps will serve. A thematic atlas deals with a particular subject.

Examples: Map of Nigeria. Abuja: Dept of Surveying
Times atlas of the World. London: Times Books. This material provides a comprehensive treatise on the people, land, water, minerals, food and maps of countries having an index of over 2,100 place names with country references.
North America in Maps by R. Knowledge and Westore. London: Longman. This material describes the topography and landscapes of Canada and the United States of America using a series of samples of maps.
Atlas of Human Anatomy

Gazetteers and Guidebooks:

Gazetteers: These are lists of geographical features such as cities, rivers, mountains etc with necessary information for their location. They may form part of an atlas or constitute a separate publication.

Guidebooks: These are otherwise known as travel guides.

They provide travelers with information about what to see, where to stay, where to dine and how to get there. They contain information on places of interest, hotels and restaurants etc. Hence, they are also termed tourists guide.

Examples:

- (i) Gazetteer of Ilorin province/by H.B. Horman Hedge: London: Allen and Unwin. This material provides information on the history of Ilorin province, and the individuals who at one time or the other played crucial role in the development and administration of the city, province and population.
- (ii) Chambers World Gazetteer
- (iii) Guide map of Ibadan/by J. A. Majasan. Ibadan: Institute of Education. This material describes Ibadan, its settlement pattern, the roads within the city, the physical features, location of institutions, etc that can help visitors to understand the terrain of the city.
- (iv) Spectrum Road Maps is a travel guide

Thesaurus: This reference source records under a single entry, all words depicting the general notion of an entry.

Examples:

Websters New Thesaurus of English Language New York: Population Publishing Co. This reference material covers over 340,000 related and contrasted words, synonyms, antonyms, idiomatic expression, definitions and words usage in English Language.

Hague's Trademark Thesaurus: Chicago: Morton's Press.

Gazette: This is a government document emanating from a Government Agency be it Federal or State. Gazettes are printed and obtained from Ministry of Information through Government Press.

A Gazette is in a pamphlet form and contains information on government and the activities of its agencies. In a similar vein, some other government documents may provide some reference information.

Examples

Kwara State of Nigeria Gazette. Ilorin: Government Press, Kwara State Government. It provides legal notices, news about appointments, promotions, results of examinations etc.

Digests of statistics, Lagos: Federal Bureau of Statistics provides data on activities for planning purposes by the various arms of the government.

Gateway to Sources of Information

Apart from the sources outlined above, three other sources provide reference sources. However, these other sources do not provide information directly to meet the users' needs. In order to meet the users' needs, each type of this set of information directs an inquirer to another type of reference source which may contain information that meet the inquirer's needs. These are Indexes, Abstracts and Bibliographies.

Index:

Books usually show at the end of all their chapters the list of more important authors, key words, subject wise or other terms with their specific page references within the book(s). These are called book indexes and they are found in standard text books. However, keys to the contents of back files or bound volumes of most journals and analyses of the contents of periodical(s) are referred to as periodical indexes. They are primarily used to generate references (reading lists) on given topics.

Indexes can be included in the final issue of the year or volume or included in the subsequent issue of a journal. A list of cited articles, under each of which is a further list to a document where they have been cited within the period by the index is termed A CITATION INDEX. They ONLY CITE journal articles. The users have to search journals that are cited for the articles. The articles are usually arranged in a specific sequence in the journal that contains it.

Examples:

Science Citation Index Philadelphia: Institute for scientific information. The material issues citations which are alphabetically arranged by author, provides bibliographic information and some index.

Education Index New York: H.W. Wilson. This material lists cumulative author, number of pages, title, citation, degree and date etc of an article

Others are:

Index medicus.

Pandex: Current index to scientific and technical literature

Clearer – Hume. Technical article index

Applied science and technology index

Humanity Index etc

Abstracts: It is a summary of the contents of a document in a style similar to the document (Rowley J. E. 1988). An abstract is indicative if it gives a brief information on the items covered and informative when it gives details of the essential points in the original document. Both are helpful aids to users for deciding whether or not the originals of the documents listed are worth consulting. When the original documents are not available or an overview of their contents is not satisfactory, informative abstract can be consulted.

Abstracts are mainly used to generate reading lists on given topics or subject matter. They CITE and SUMMARISE the content of publications on a given subject area.

Examples

Abstracts of microbiological methods. New York: Wiley – Inter Science
Others are Computer Abstract, Chemical Abstracts, Building Science Abstracts, Abstracts of world medicine, Training Abstracts, Instrumentation Abstracts, Forestry Abstracts, Water Resources Abstracts, American Society of Civil Engineers Publications Abstracts, Dissertation Abstracts International, The Biological Abstracts etc.

3.5 Reprographic services

3.5.1 Photocopy Services

Reprographic Services are offered to users by libraries to meet the special needs of users. These services among others include photocopying and binding. Not all library users would be able to afford original copies of materials they need. They may not have the fund for the materials or if they have the money, the item may no longer be available in the market or in print. The library copies of such materials may not go round every patron at the time of need. In most cases only a part of a publication may be needed. As a result, if the publication is available in the market, it may not be economically reasonable to buy a whole copy of the publication because of a few pages that may be required. At the same time, the library won't want a patron to be tempted to pilfer or mutilate a library publication because of their desire for the publication or part of it.

In order to find a substitute or prevent mutilation of the materials, library users are given opportunities to make photocopies of the relevant portion of the materials; however, some libraries restrict the type of materials from which

photocopies can be made. For instance, university of Ilorin Library does not allow photocopying of any part of theses and dissertations. This is to prevent and discourage plagiarism which is a very serious offence among scholars.

Libraries offer photocopy services within and they charge a token for the services. Where such service is provided by a vendor i.e an operator from outside the library, the library regulates the charges by the operator. However, if a photocopier is not available for this purpose within the library, the patrons are allowed to take the material(s) out of the library after due process and return them shortly after. In such a case, the patron may have to deposit collateral in form of an identity card/Library card. In a similar vein, the library can also arrange for or obtain photocopies of materials that are not in the library stock but are available in any other library for her patrons on request through Inter Library Lending Service.

Do NOT abuse copyright laws when you make photocopies from library materials. In order to guide against the abuse, the librarian often invokes the UNESCO recommendations on reproduction of materials for academic purpose. UNESCO recommended that no material or any part of it should be photocopied or reproduced for sales or other uses other than for academic or research purpose. In order to ensure this law, libraries allow patrons to make ONLY A COPY of any part of any material that are requested for photocopying, otherwise approval must be sought from the copyright agency. This must first be obtained in writing before granting permission to make copies above what the law of "fair use" allows. For Inter library lending, the "fair use" form must be completed by the borrowing (Library) librarian before the lending (owner) library can grant the requests.

In a similar vein, libraries can make photography service available to their patrons. This may be one of the services offered at/by the Audio-Visual section of a library.

3.5.2 Binding Services:

Where a library has a virile binding section, its service may be extended to their patrons by mending or rebinding their worn out books. Patrons especially the students can also take their project reports, theses or/and dissertations to the library for binding. The prices charged for these services at the library bindery are expected to be relatively cheaper than what obtains outside the library with commercial binders.

3.6 Library Rules and Regulations

Libraries make rules and regulations to guide the usage of library materials and instill acceptable mode of behavior in library users. Such rules and regulations focus primarily on library materials, safety of persons and properties in the library, as well as general conduct of library users.

Some of the offences that library users frequently commit include the following:

- (i) noise making
- (ii) removal of pages from library books

- (iii) theft of library and personal properties
- (iv) marking of pages of books with a biro, pencil, pen etc
- (v) shelving of library books
- (vi) hiding of library books on inappropriate shelves
- (vii) wilful damage to library materials
- (viii) failure to return overdue books
- (ix) entering the library with prohibited items
- (x) failure to report loss of library books promptly
- (xi) refusal to submit oneself for checking
- (xii) dropping of overdue library books in unauthorized places with the intention to escape sanctions.

It is a common practice among libraries to prepare a text that spells out anti-library behaviours as outlined above and distribute same to library users or paste it on the school notice board (in the case of school library). Sanctions for violating any of the rules and regulations are also usually made clear to the library clientele.

For example, A Guide to the University of Ilorin Library (pp.16-20) hand book spells out clearly rules and regulations that library users must obey. They are categorized as general regulations, borrowing regulations and discipline as follows:

3.6.1 General Regulations

1. Members must show their University Identity Card on entering the library when borrowing books and at other times if asked to do so by the Porter, Security or any member of Library Senior staff.
2. Books must be returned immediately on demand from the library. They are issued out only with this strict understanding.
3. Books may not be taken out of Ilorin without the special permission of the University Librarian.
4. Before leaving the University finally, each member must return all books on loan to him/her from the library as well as surrender his/her library ticket. Failure to do so will result in delay in signing of the person's clearance document.
5. Mutilation of library books, marking or tracing of any kind on library books is strictly forbidden; offenders will be heavily penalized.
6. Absolute silence is to be maintained in and around the library. No any form of group discussion is allowed in the library.
7. The use of cell phones in the library is prohibited unless it is put on vibration/silent mode.
8. Smoking of any kind is not permitted in any part of the library.
9. No food items or drinks are allowed in the library.
10. The use of candles, matches, kerosene or hurricane lanterns and chemicals in

- the library is prohibited.
11. All forms of dressing prohibited by the university authorities are not allowed in the library.
 12. Seats may be reserved for 15 minutes only after which other readers may occupy them.
 13. Brief cases, umbrellas, bags e.t.c must be left in the cloak room. You are, however, advised not to leave valuable (e.g handsets, money e.t.c) items in the cloak room or unattended on reading tables within the library. Valuables left in the cloak room or on the tables are at your own risk since the library will not be liable for the loss or destruction of such valuables.
 14. Readers must show all books in their possession to the porter and subject themselves to body search at the exit when leaving the library to ensure that all library books have been properly issued and no any material is illegally removed from the library. The library reserves the right to embark on checking of hostels anytime it deems it fit to recover all books and journals illegally removed from the library

3.6.2 Borrowing Regulations

1. Books will normally be issued for a period of two weeks to undergraduate students and four weeks to postgraduate students, academic and senior administrative and technical staff.
2. A loan may be renewed on request for another period of two or four weeks as specified in paragraph 2 above, after which the book must be returned to the library.
3. Undergraduate students are allowed to have four books in their possession at a time while academic staff, postgraduate students and other senior administrative and technical staff may have up to six.
4. Periodicals, Reference materials, Governments, Corporation Documents cannot be borrowed for use outside the library except by special permission from the Head of section where the materials are located.
5. Borrowers will greatly help other library users and also the library staff if they return books as soon as they have finished with them and never later than the last date stamped inside each book.
6. No book may be removed from the library until the loan transaction has been duly recorded and the date-due-slip stamped. Illicit removal of books from the library will be treated as theft and will be punished accordingly.
7. Only members with provision for clearance when they will be leaving the university finally are allowed to borrow library books. Others will be permitted to, however, use the library materials for Reference only.
8. Requests for private study room (carrel) are open to academic staff, administrative/technical senior staff and doctoral students. Such requests shall be made in writing to the Readers Services Librarian. A carrel shall not be left unused for more than three weeks consecutively after which the

library shall relocate it to another applicant. Each user shall drop keys to the carrels at the place of collection when leaving the library on each day of use. Under no circumstances will keys to the carrels be held overnight by the user. Violators of this will be appropriately sanctioned by the library.

Discipline

- 3.7
1. A fine of twenty Naira (N20:=) is charged for each day a book is kept overdue for the first fifteen days and thirty Naira (N30:=) per day thereafter.
 2. A fine of five (N5:=) Naira is charged for failure to return a book re-called by the library from the third day of the recall notice.
 3. Students who persistently fail to return library books or settle library fines shall:-
 - (a) be reported to their Deans in writing
 - (b) have their names published on the library and faculty notice boards
 - (c) be refused registration in subsequent semester or year (if they are non-graduating)
 - (d) have their certificates withheld (if they are graduating students)
 - (e) be caused to pay three times the current price of the book(s).
 4. Lost or damaged book(s) should be reported to the library immediately. The borrower shall be required to pay for the replacement three times the original cost of the material plus N500.00 administrative charge.
 5. All cases of stealing, mutilation or defacement of library books shall be regarded as serious offences and shall be referred to the students' disciplinary committee for appropriate measure.
 6. Staff who fail to pay fines or replacement cost shall have the amount involved deducted from their salaries after such staff should have been given a month's notice.
 7. Persistent staff defaulters shall be suspended from using the library and refused borrowing facilities for periods to be decided by the university library management committee.
 8. The library reserves the right to suspend or withdraw all library privileges from persons who contravene library regulations. Such cases shall also be reported to the appropriate university authorities for further disciplinary action.

4.0. Summary

In this unit, you ought to have been able to:

- i) describe how university registration automatically qualifies each student for library registration and borrowing of books;
- ii) differentiate between circulation and reference materials;
- iii) explain the differences among types of reference materials and how they are

- used; and
- iv) identify the rules and regulations that guide usage of library materials and acceptable mode of behaviour of library users.

5.0. Tutor Marked Assessment

1. Discuss the Registration procedure by users of the University of Ilorin Library.
2. Discuss the following terms in brief:
 - a) Overdue Fines
 - b) Handbooks and Manuals
 - c) User education
 - d) Encyclopedias
3. Discuss the importance of rules and regulations in the Library and give some examples.
4. Why are serials important reference sources in the Library?
5. List the steps you need to take in order to borrow materials from the University of Ilorin Library.

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