

Information Resource Security for Service Delivery in Academic Libraries of Kaduna State, Nigeria

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Abstract

This study examined the security of information resources in academic libraries for enhancement of service delivery in Kaduna State, Nigeria. It was guided by two objectives, which are to: identify the types of security threats existing, and the types of security measures provided in academic libraries in Kaduna State. The study adopted a quantitative research approach using a cross-sectional survey research design. Simple random sampling technique involving the lottery method was used in the selection of eight (8) academic libraries in Kaduna State. Using stratified proportionate sampling techniques, the total number of security and library personnel sampled as the subject of the study was 211 out of a total population of 939, while a structured and closed-ended questionnaire was adopted. 211(100%) copies of the questionnaire were distributed to sampled respondents, 162 which approximately represent 77% were duly filled, returned and found useable for the study with 49(23%) mortality rate. Descriptive statistics was used to analyze and present the data using tables, frequency, percentages and mean. The study discovered that the types of security threats that exist in libraries studied were dust, theft, illegal removal of library items, abuse and harassment, bookworms, rats and rodents among others. The findings also revealed that the security measures provided in the respective libraries were majorly done manually and not according to the needs of the library. The study recommended among others that there is a need to embrace modern security technological devices like biometric systems, security devices that curb digital crimes and early warning detectors, lightning protectors and seismic surveillances to secure the library resources and environment.

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Introduction

Generally, the fortification of organizational resources, as well as ensuring the safety of users and staff, are vital for operative service delivery. Precisely, service provision in any organization such as the

library, under normal universal ethics should consider the running of safe services to its parent establishments (infrastructure and human resources inclusive) as part of its workflow (Moustapha 2022; Lawal-Solarin, 2021 & Shafack, 2021). Daily, library and information resources are being transformed with the application and use of technology, whose evolution seems no bounds. This trend is not only changing the role of the library and information professionals to ensure the security of access to the library resources platform but also rebranding operational library security and care services (Ravat, 2021; and Lawal-Solarin, 2021). Thus, it is not only worthwhile to collect, organize and make accessible information resources but it is equally important to provide services that will enable library operations to last long and prevent unethical access to library resources.

The expenditure on the procurement of library resources and establishment of library services is enormous; the disbursement is justified by the central and all imperative roles of the library in the overall operation and vision of academia. The protection of these resources is thus, paramount to library authorities. Library resources are prone to abuse by the threat from humans aside from the tendency of natural hazards. The degree of these human factors on the safety of library collections varies from one library to another, however, it is a universal issue, and a clear focus on these security problems is necessary to successfully manage and deliver library services effectively.

Libraries are conventionally established to meet the needs of library users and provide community services through the provision of qualitative and adequate library and information resources. Unegbu et al. (2018) stressed that the statutory roles bestowed on libraries are enormous because the library remains the soul of educational institutions; provides basic resources and services to ensure that the aims and objectives of the curriculum are achieved and to support faculty and students' research and information needs. Libraries are a priceless heritage of mankind because they statutorily preserve facts, ideas and evidence of human engagement in multifarious areas spanned by ages and discourses. Libraries are the

foundation for community services and are valuable assets to their parent organizations. The library is a ‘temple of learning’, an information hub around which scholarship revolves; it executes an important role in the overall growth and development of societies. In fulfilling this objective, Aslam et al. (2019) believe that library preserves valuable records of culture that can be passed down to succeeding generations making libraries serve as an essential link that facilitates communication among the past, present and future specifically academic libraries.

Academic libraries are established to meet the educational, cultural, research, recreational and informational needs of humanity which is central to effective service delivery. Academic libraries have a long history that is entwined with the growth of higher education. In Nigeria, academic libraries have evolved into institutions that acquire, process, organize and disseminate information in diverse formats. Academic libraries also preserve, conserve as well as secure printed and non-printed information resources for their users as a statutory expectation. Abubakar et al. (2020) described academic libraries as so essential that made them to be recognized as a fundamental criterion and compulsory benchmark for accreditation of tertiary institutions of learning the world over. In tertiary institutions where academic libraries are found, libraries are centres of academic activities, providing a space for their users to conduct research and advance their knowledge. These are libraries in universities, colleges of education, colleges of technologies, Cooperative colleges, Polytechnics and mono-technics. Supporting this notion, Abubakar et al. (2020) distinguished the roles of academic libraries to include effectively supporting the institutions to attain the key functions of teaching, learning, research and community services. Other responsibilities comprise supporting the institutional curriculum through a collection of current, adequate and relevant information resources in different formats; to ensure information resources are in good condition for users to have access to them promptly. Hence, the roles and expectations from academic libraries globally are that personnel who consist of professionals, para-professionals and supporting staff must prioritise the security and maintenance of the library and information resources from any unethical practices, and threats

as a collective responsibility. The responsibility can be achieved when the library holds sanctity, decorum, discipline and beauty in addition to limited threat scenarios and adequate and effective security and maintenance of acquired resources.

Statement of the Problem

Globally, there exist several factors that lead to security challenges in our society. This has extended to libraries as a social institution. Academic libraries have suffered from diverse security challenges which have continued to pose a great problem to the library's sustainable development, especially in Nigerian academic libraries. Academic libraries are not foolproof of difficulties and hazards that emerge and need the security of information resources. Studies like those of Mindapa (2022) and Ravat (2021) agreed that security threats are increasing at a spectacular rate in libraries and different patterns affecting every type of library and its resources. Likewise, reports have shown an increase in poor handling of library resources which has led to increased deterioration and loss of library and information resources, thus, there are lapses in the security activities of academic libraries in developing countries like Nigeria. Amoah (2016) estimated a loss rate of 2.6% of library resources which were annually destroyed, missing or stolen were recorded. Sad is that about 75% of stealing in the library are “inside jobs” which was described by scholars as a “Library Epidemic”.

Although library and information managers have continuously put several measures in place to curtail this menace, and salvage library and information resources from destruction, threats and insecurity in academic libraries, the challenge remains high and persists. This study therefore sought to assess the state of security of library and information resources in academic libraries in Kaduna State, Nigeria.

Objectives of the Study

The following objectives guided the study.

1. To identify the types of security threats existing among academic libraries in Kaduna State.
2. To identify the types of security measures provided for securing library and information resources in academic libraries in Kaduna State.

Literature Review

In academic libraries, security challenge is caused by factors such as economic factors, (wide spread of poverty and high cost of living in Nigeria account for this), environmental, academic and social factors (belief that public property belongs to nobody). According to Okogwu and Nnam (2013), insecurity and crimes have permeated every nook and cranny of the society, the library is not an exception, as an essential part of academic institutions as well as part of a large society. Different studies have highlighted causes of insecurity in the library, for instance, studies such as that of Moustapha (2022); Abubakar et al. (2020); Abubakar and Aduku (2016) revealed that some of the factors that led to insecure activities in the library are high cost of resources and high cost of living. These authors noted that the majority of resources in academic libraries in Nigeria are unaffordable by most of their students and patrons while the cost of living has gone up so high to make living standards difficult for low-income groups. Other causes of security challenges in libraries include:

1. Poverty on the part of library users leads them to commit illegal acts in and around the library.
2. The low number of important resources in libraries could cause desperation among library users and those that are selfish end up pilfering the resources.
3. Academic pressures stemming both from the library and institutional regulations are also determinants of crime and insecurity. Literature have revealed that stringent policies and

procedures may cause anti-library attitudes such as pilfering, for instance, in the case where bags and other valuable property of library users are kept in a lock outside the library without adequate manning and porously secured by owners at their own risk while anything can happen as the cases of theft in the library come in different version (pilfering, property theft and inside theft).

4. Information resources in high demand at the same time cause a threat to the library. The implication of this is that those who could not have access to these resources at the time could end up stealing the available resources from the library.
5. Lack of adequate security and supervision (porous security) on the part of staff promotes theft and misplacement of resources among library users for selfish reasons.

Reports have shown the widespread problem with patrons acting inappropriately in the library, such behaviour causes security problems in the library even when it has nothing to do with mutilating or stealing resources. In addition, failing to appreciate and undertake interaction analyses which take cognizance of the social-emotional climate of an environment can cause insecurity in the library environment. The analysis is a process of encoding and decoding the study pattern of giving and receiving. Interaction System of Analysis (ISA) subscribed that researchers use its constructs to explain the causes of insecurities in academic libraries. There are five (5) factors which describe the causes:

1. Selfishness
2. Financial Constraints
3. Scarcity of resources
4. Cost of learning Materials and
5. Expanded student enrollment.

Other security challenges in the library include the following:

1. **The presence of a “competitive atmosphere”** resulting from the inability of academic libraries to adequately cope with the increase in student population, introduction of new courses and expansion of existing ones. Adewale and Oluwasanmi (2007) noted that this situation is made worse by insufficient funding from the government.
2. **Social environment** as a determinant of insecurity is certainly not a recent development in the epidemiology of crime in the real world. The environmental nature of libraries in the manner of social organization and social conditions like overcrowding with its concurrent cause’s insecurity in its entire ramification, by implication, the organizational structure of most academic libraries in Nigeria, encourages patron, users and other community members to carry out illegal activities in and around the library. Notably is the great number of students in Nigerian institutions of higher learning which makes their libraries overcrowded, resulting in inadequate thorough search at entry and exit points” due to manual security framework, among others. Ungarelli (1973) cited in Okwogwu and Nnam (2013) claimed that this is due to the physical and structural arrangement of exit units.
6. **Age, sex and choice** are other factors that lead to societal demand for library resources that cause threat. The researcher is of the view that perpetrators of library abuse are young and predominantly male users.
7. **Climatic and Biological Factors:** These are dangers which originated from accidental influences. They consist of all the natural agents of threat and natural disaster that may occur in the library environment. It is apparent that insecurity in libraries manifests in different forms and is caused by different factors. The effects of these on service provisions and user patronage from all indications are devastating and continue to pose a great challenge to the sustainable development

of academic libraries in Nigeria which is a growing concern. Therefore, there is a need to logically examine the problem from the purview of security provisions and maintenance in academic libraries.

Every library has its rules and regulations provided for guiding their administrations and management to deal with various threats, crime, illegal activities, services, staff and users. It is assumed that librarians are responsible for securing the library resources and infrastructure, but the authorities must make available information education as they desired on library security and safety. According to Shafack (2021), academic libraries are required to cater for and meet the information needs of those engaged in academic pursuits in higher institutions like universities, colleges of education and technologies, polytechnics and mono-technics. Hence the objectives of libraries are to acquire academic resources, process and preserve them and make them safe and readily available to existing and anticipated library patrons. Several security and maintenance issues are ever-evolving specifically in the 21st century and beyond. Issues affecting the library are both organic and inorganic, for instance securing and maintaining print-based resources constitute the organic challenges whereas those affecting electronic-based such as internet security and maintenance are the inorganic issues.

On security in libraries, Uzuegbu & Okoro (2013) added that security provision entails the overall manner in which policies, programs, procedures, or measures are deployed to mitigate risk and ensure access to a particular resource feared to disappear. Relatively, a security practice simply refers to the different types of actions, methods or practices adopted to stop illegal activities in the libraries. There are several procedures and facilities to assist with safeguarding patrons, employees, and property in an environment. The researcher supports the opinion of Gupta and Madhusudhan (2018) who opines that library security is a broad term and can be defined as actions, techniques, procedures, and practices adopted and utilized in an organization to stop or prevent crime and illegal activities; the arrangements

provided for safe and secured facilities for library staff, library resources, equipment, and library users. It is also important that these security systems should perform their functions as seamlessly as possible, without interfering with the primary objective of any library i.e. providing user services with ease and simplicity. It includes the protection of personnel (both staff and users), maintenance and preservation of collections, equipment, physical facilities, and information from harm such as mutilation, theft, physical attack, accident damage, and so on.

Methodology

The study adopted a quantitative research approach using a cross-sectional survey research design. A simple random sampling technique involving the lottery method was used in the selection of eight (8) academic libraries in Kaduna State. A total number of security and library personnel sampled as the subject of the study were 211 out of a total population of 939, stratified proportionate sampling technique was used while a self-developed questionnaire was also used for data collection. Two hundred and eleven 211(100%) copies of the questionnaire were distributed to sampled respondents, and one hundred and sixty-two 162 which represent (77%) were duly filled, returned and found useable for the study with 49(23%) mortality rate. Descriptive statistics were used to analyze and present the data using Tables, frequency, percentages and mean.

Results and Discussion of Findings

This item represented the first research question asked in the study. It sought to find out the types of security threats available to each library under study. Data collected was presented in frequency, and tables, and analyzed using percentages. The data are presented in Table 1



Table 1: Security Threats Existing in Academic Libraries in Kaduna State

S/N	Types of Security Threats in Academic Libraries in Kaduna State	INSTITUTION								TOTAL		Mean
		ABU, Zaria	FCE, Zaria	Nuhu Bammali, Zaria	KASU, Kaduna	NITT Zaria	NDA, Zaria	KADPOLY, Kaduna	AFIT, Kaduna	F	%	
1	Theft	58(36.0)	13(8.0)	5(3.1)	7(4.3)	3(1.9)	3(1.9)	11(6.8)	7(4.3)	107	66.0	1.784
2	Pilfering	45(27.8)	1(0.6)	3(1.9)	4(2.5)	1(0.6)	1(0.6)	15(9.3)	1(0.6)	71	43.8	1.265
3	Illegal removal of library items	58(36.0)	5(3.1)	5(3.1)	8(4.9)	2(1.2)	2(1.2)	17(10.5)	5(3.1)	102	62.9	1.637
4	Vandalism	22(13.5)	0(0.0)	1(0.6)	3(1.9)	0(0.0)	0(0.0)	4(2.5)	2(1.2)	32	19.8	1.167
5	Mutilation	41(25.3)	0(0.0)	2(1.2)	6(3.7)	1(0.6)	0(0.0)	8(4.9)	4(2.5)	62	38.3	1.290
6	Abuses and harassment	53(32.7)	13(8.0)	3(1.9)	9(5.6)	1(0.6)	1(0.6)	11(6.8)	1(0.6)	92	56.8	1.525
7	Attitudes of library staff toward work	0(0.0)	2(1.2)	4(2.5)	12(7.4)	2(1.2)	0(0.0)	11(6.8)	5(3.1)	36	22.2	1.272
8	Impersonation	49(30.2)	0(0.0)	3(1.9)	6(3.7)	0(0.0)	0(0.0)	7(4.3)	1(0.6)	66	40.7	1.160
9	Use of fake identities	34(21.1)	14(8.6)	1(0.6)	2(1.2)	0(0.0)	6(3.7)	2(1.2)	1(0.6)	60	37.0	1.401
10	Arson	14(8.6)	0(0.0)	2(1.2)	0(0.0)	0(0.0)	1(0.6)	0(0.0)	1(0.6)	18	11.1	1.025
11	Insects and termites	42(25.9)	0(0.0)	2(1.2)	5(3.1)	4(2.5)	0(0.0)	7(4.3)	2(1.2)	62	38.3	1.198
12	Book worms, rats and rodents	58(36.0)	0(0.0)	2(1.2)	4(2.5)	3(1.9)	1(0.6)	6(3.7)	1(0.6)	75	46.3	1.562
13	Moisture and relative humidity	19(11.7)	0(0.0)	2(1.2)	3(1.9)	1(0.6)	0(0.0)	1(0.6)	1(0.6)	27	16.7	1.105
14	Dust	74(45.7)	13(8.0)	5(3.1)	13(8.0)	4(2.5)	3(1.9)	6(3.7)	4(2.5)	122	75.3	1.858
15	Excessive heat, light air	28(17.3)	0(0.0)	1(0.6)	3(1.9)	0(0.0)	0(0.0)	1(0.6)	0(0.0)	33	20.4	1.074
16	Fire	42(25.9)	0(0.0)	1(0.6)	0(0.0)	0(0.0)	0(0.0)	17(10.5)	1(0.6)	61	37.7	1.025
17	Great storms and flood	42(25.9)	0(0.0)	1(0.6)	0(0.0)	0(0.0)	0(0.0)	0(0.0)	2(1.2)	45	27.8	1.000
18	Earthquakes	7(4.3)	0(0.0)	1(0.6)	0(0.0)	0(0.0)	0(0.0)	0(0.0)	2(1.2)	10	6.2	1.025
19	War	22(13.6)	0(0.0)	1(0.6)	0(0.0)	0(0.0)	0(0.0)	0(0.0)	1(0.6)	24	15.0	1.062
20	Fungi acid	11(6.8)	0(0.0)	3(1.9)	2(1.2)	0(0.0)	0(0.0)	0(0.0)	1(0.6)	17	10.5	1.019
21	Aridity	21(13.0)	0(0.0)	1(0.6)	0(0.0)	0(0.0)	0(0.0)	0(0.0)	1(0.6)	23	14.2	1.019
22	Ultraviolet ray	15(9.3)	1(0.6)	0(0.0)	2(1.2)	0(0.0)	0(0.0)	0(0.0)	1(0.6)	19	11.7	1.012
Cumulative mean												1.250

Decision mean = 1.500



Table 1 shows the types of security threats faced in Academic Libraries in Kaduna State. There are different types of threats available to the academic libraries studied but the picture drawn from Table 4.4 shows that dust forms the highest type of threat with respondents 122 (75.3%), as noted by the researcher was a result of the type of weather condition that the libraries were exposed to in the Northern parts of Nigeria where they are situated. There is also theft with respondents 107(66%), illegal removal of library items 102(62.9%), Abuses and harassment 92 (58%) and book worm, rats and rodents 75 (46.3%) etc. Hence, this study found out that the location of these libraries is characterized by a dusty environment which is difficult to control and has posed a threat to the resources in their respective libraries. In line with the findings of this study are those of Lawal-Solarin (2021) and Singh and Margham (2018) who noted that a dusty environment is a threat to library resources. Their study categorized security threats into those caused by natural agents and that of human agents. Dust is a threat by natural factors hence, librarians should implement procedures to control dust in the library. However, in the AFIT library, the researcher noticed that staff attitude is a major threat to users, as the attitude of one of the librarians on duty at the time of the study was not encouraging, as this situation would make users feel unsecured and threatened thereby resulting in low patronage. Statistically, security threats faced are generally low and manageable because the cumulative mean of 1.250 is less than the decision mean of 1.500. In summary, the existing threats to libraries studied were Dust (1.858), theft (1.784), illegal removal of items (1.637), abuses and harassment (1.525) and bookworm, rats and rodents (1.562) respectively.

Type of security measures are provided for securing library and information resources in academic libraries in Kaduna State.

The type of security measures provided in academic libraries is of importance for the daily service delivery, hence, the second research question. Data on types of security measures provided in academic libraries in Kaduna State were collected and analyzed. The summary of the discussion is found in Table 2.

Table 2: Types of Security Measures Provided in Academic Libraries in Kaduna State

INSTITUTIONS							TOTAL				
S/N		Security Measures Provided In Academic Libraries	ABU	FCE	Nuhu Bamalli	KASU	NITT	NDA	KADPOLY	AFIT	F (%)
a		Physical(Mannual) and Maintenance Measures	27 (16.8)	15(9.3)	3 (1.9)	3 (1.9)	4 (2.5)	8 (4.9)	8 (4.9)	3 (1.9)	71(43.8) 1.4382
b		Organizational Preventive Measures	28 (17.4)	10(6.2)	2(1.2)	2 (1.2)	0 (0.0)	0 (0.0)	3 (1.9)	1 (0.6)	46(28.5) 1.2839
c		Technological Control Measures	1 (0.1)	0 (0.0)	1 (0.6)	6 (3.7)	1 (0.6)	0 (0.0)	6 (3.7)	0 (0.0)	15(9.3) 1.0925
d		Combination of a, b and c above	43 (26.7)	0 (0.0)	2 (1.2)	9 (5.6)	2 (1.2)	2 (1.2)	9 (5.6)	6 (3.7)	73(45.1) 1.4506
Cumulative Mean			1.324								

Table 2 shows the types of security measures provided in Academic Libraries in Kaduna State. The picture drawn from Table 4.5 reveals that the combination of different measures has the highest percentage of 73(45.1 %), with a mean value of 1.4506. This is followed by the manual and physical measures 71(43.8%) with a mean value of 1.4382, while the least is the Technological Control measures. Statistically, the study shows that the cumulative mean of (1.324) is lower than the decision mean of 1.500 which implies that the general security measures provided in the academic libraries studied are below the accepted standard. It can easily be deduced that most academic libraries provide manual measures rather than organizational and technological measures. However, the researcher noted that most of the libraries studied provide majorly manual measures. For instance, FCE did not provide a single technological measure. This could be because of the cost implication of the application of technological devices and their maintenance for securing the library.

This is in line with Singh and Margham (2018) who opined that most libraries are performing a great portion of their activities traditionally; they stated that there is no significant relationship found between the security measures provided and the rate of insecurity in the libraries. The implication of this is that as library security and maintenance needs are changing, it will become difficult to curb 21st-century library security challenges. However, Wayne and Timothy (2010) and Abubakar and Aduku (2016) posited that security management policy should address manual and physical security, such as building and perimeter security; security access for example, access by staff and users to storage areas, security during lending and transport, there is also need to provide sufficient organizational and technological measures to curb 21st-century insecurity challenges as the library is now beyond the physical wall of a library.

Findings of the Study

1. The study found that the location of the libraries studied is characterized by a dusty environment which is difficult to control and has posed a threat to the resources in their respective libraries.
2. The study also found that most academic libraries provide manual measures of information resource security rather than organizational and technological measures.

Conclusion

Based on the study it is worth concluding that security challenges are a worldwide phenomenon, and achieving absolute security in the library is a mammoth task. Sadly, the efforts made by library managers to ensure the longevity of the life span of library resources are being threatened by different factors and deviant activities of library users. Also, the need to maintain the library environment and its resources is essential though a difficult task. As library administrators are devising means of securing their libraries to help provide a safe and secure academic environment free of hitches, a vast and varying opinion has emerged concerning different methods of security and maintenance. These variations are in line with the type of library and the parent institutions, struggling to curtail insecurity, library crimes, inappropriate maintenance culture and illegal activities in their institutional libraries. Currently, all the libraries studied have experienced one form of threat or another, based on their operations, the attitude of the library managers and where the libraries are situated.

Recommendations

1. Since dust is the common type of threat available to these libraries studied, there is a need to plant trees and flowers around the library environment to control dust in the library. Also to cultivate the habit of continuous cleaning and dusting of library interior using modern devices. There should be constant fumigation in the libraries to control rodents. Librarians and library security officers are expected to improve their attitudes toward library users to attain effective service delivery.

2. Despite combined measures provided by the libraries studied, there is a need to set security standards according to the diverse security threats and maintenance needs of the library. Library administrators are expected to identify the kind of threat associated with their library. Provide appropriate policies and approaches to meet the needs of the clients

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