RESOURCE SHARING AMONG PUBLIC UNIVERSITY
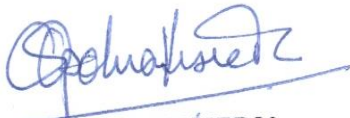
LIBRARIES IN GHANA

BY

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DECLARATION

I hereby declare that, with the exception of references to other people's work which I have duly acknowledged, this dissertation is the result of an original research conducted by me under the supervision of Prof. Christine O. Kisiedu, and that this dissertation has not wholly or in part been submitted anywhere else for another degree.

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DEDICATION

This work is dedicated to Sumaya (my wife) and my children Fadilu, Nihada and Abdul-Jawad. It is also dedicated to my mother, Mma Amariya and Mr. Abu Yahaya

ACKNOWLEDGEMENT

ABSTRACT

This study was carried out to examine the current resource sharing activities among the six public university libraries in Ghana, with emphasis specifically, on the resource sharing activities of the Balme Library of the University of Ghana, Legon and the Library of the University for Development Studies, Tamale.

The researcher used techniques such as the administration of questionnaire and interviews to collect data. The findings of the research include the absence of a formal resource sharing agreement between the libraries under study, lack of institutional policies on resource sharing and inadequate tools for the identification of information materials for resource sharing.

The study, therefore, recommended that the Balme Library and the Library of the University for Development Studies take steps to work out a resource sharing scheme which would make it possible for them to be part of a nationwide resource sharing scheme being developed by university libraries in Ghana.

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LIST OF ABBREVIATIONS

AgSSIP   Agricultural Sub-sector Investment Project

CARLIGH   Consortium of Academic and Research Libraries in Ghana

DANIDA   Danish International Development Agency

GILLDDNET   Ghana Interlibrary Lending and Document Delivery Network

IFLA   International Federation of Library Associations and Institutions

ILL/DD   Interlibrary Lending and Document Delivery

KNUST   Kwame Nkrumah University of Science and Technology

PADIS   Pan African Documentation and Information Systems

SABINET   South African Bibliographic and Information Network

UCC   University of Cape Coast

UDS   University for Development Studies

UMaT   University of Mines and Technology

VSAT   Very Small Aperture Terminal

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KNUST	Kwame Nkrumah University of Science and Technology
PADIS	Pan African Documentation and Information Systems
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UCC	University of Cape Coast
UDS	University for Development Studies
UMaT	University of Mines and Technology
VSAT	Very Small Aperture Terminal

1.1 Background:

The basic function of a library is to match the information needs of users with the information content of documents. Appropriate information exists somewhere and has to be located and retrieved for the user. All the various types of libraries perform this role, but with their critical role as the heart of the intellectual system of the university, libraries of universities have a more challenging task. This is because universities are the prime movers of modern societies but they cannot fulfil this role if their libraries fail to provide the vital information resources for intellectual development. University libraries must therefore provide the information resources needed to support the learning, teaching and research activities of the university. To a large extent, the quality of a university is measured by the services provided by its library because of the unique position of the library in the over-all university system (Aina, 2004).

It is an established fact however, that no single university library can possibly acquire all, or even most, of the available materials it needs to support its university's academic purposes. Arif, Sibai and Sulaiman (1998) have emphatically stated that "No library, not even the richest and most advanced, can obtain the vast numbers of journals, books, reports, proceedings and papers that are being produced to satisfy the needs of its users." This is because of the rapid growth in world

literature and the increase in accessibility to all types and forms of information especially access to the Internet and the vast number of information resources available on the World Wide Web (WWW). With these developments, libraries are, increasingly being called upon to provide more relevant, up-to-date and timely information to a wide range of users.

The struggle by libraries to cope with the problem of rapid growth in world literature is further aggravated by problems such as shrinking library budgets, steady increases in document prices, and depreciating currencies especially in developing countries. These have made it increasingly difficult for individual libraries in developing countries to acquire and retain everything their users might like to read. This has affected the level of services offered to users both in terms of quality of collections and the degree of staff support provided. Consequently, only a few libraries can afford a wide range of information resources. In the circumstances, it would not be cost-effective to duplicate information resources in the country. Resource sharing or networking between the different libraries seems to be the only common-sense solution to the lack of resources and lack of access to resources.

Resource sharing is considered as one of the pillars of modem librarianship. The main objective of resource sharing is to maximize the availability of materials and services and to minimize expenses. Resource sharing among libraries is long-standing and takes a number of forms, including interlending, cooperative acquisition, shared storage, staff education, sharing of human and computer facilities, and information networks (Edwards, 1994). Resource sharing holds a strong potential for libraries in developing countries. With no library able to acquire

all the publications deemed essential, a division of tasks or specialities is a worthwhile investment for increasing a country's coverage. Asamoah-Hassan (2002) supports this stance with the assertion that the most effective and economical tool in optimum acquisition is resource sharing. Writing a few years earlier, Kisiedu (1999) had observed that resource sharing has come to be accepted as the most viable strategy for stretching limited acquisition budgets. It is thus very essential that resource sharing is wholly and quickly adopted to enable university libraries to continue to play their key role as information providers.

Resource sharing is, in fact, not a new phenomenon in the library and information profession. Information workers are known to have practised interlibrary co-operation, particularly resource sharing, as far back as 200 BC, when the Library at Alexandria loaned books to the Library at Pergamom (Attaullah, 1992). The writer argues that the term "resource sharing" gained worldwide acceptance in the 1970s due to the information explosion, shrinking library budgets, high cost of library materials and the growing demand of users for information. As a result, all over the world, libraries are increasingly embarking on resource sharing activities. In the advanced world libraries are co-operating with each other in order to increase their capacities. In the United States of America, for example, co-operation between libraries began in 1901 when the Library of Congress started the printing and distribution of its catalogue cards. This task was undertaken to help reduce the workload of other libraries in the area of technical processing, especially in cataloguing and the location of materials (Alemna and Antwi, 1990).

Co-operation between libraries in Britain began in 1925. The co-operative activities undertaken by these libraries included inter-library lending, inter-library study facilities, co-operative acquisitions schemes, transfer of materials, co-operative and centralised cataloguing, and library research (Elemide and Havard-Williams,

In Africa mention can be made of the Pan African Documentation and Information Systems later re-named Pan-African Development Information System (PADIS), which was established in 1981 by the UN Economic Commission for Africa (UNECA), following the 1977 Libreville recommendations of the heads of state of the Organisation of African Unity (OAU). "PADIS has developed bibliographic databases on African economic, technological and social development and on publications; referral databases on African exports, institutions engaged in consultancy or research and development projects; and a numerical data bank of more than 160,000 items of statistical data."(Alemie, 1993).

Mention can also be made of the South African Bibliographic and Information Network (SABINET) as a model of electronic networking and resource sharing. SABINET was formed in 1983 and is involved in co-operative acquisitions and cataloguing, database searching, interlending and document delivery. SABINET also maintains a union catalogue of South African library holdings. [http//www.sabinet.co.zalabout.html].

Coming closer home the origin of co-operation between libraries in Nigeria can be traced to a 1955 memorandum, which was submitted to the Nigerian Federal Government by John Harris who surveyed the state of library development in that

country. Harris outlined a strategy for national growth of various services including the co-ordinated development and joint utilisation of library resources (Alemna and Antwi, 1990).

Resource sharing is also not a new concept in the history and practice of librarianship in Ghana. Co-operation between libraries in Ghana dates back to the 1960s, when various professional forums were held to discuss how to pool resources together. Kisiedu's survey of networking activities in Ghana (1994) cited a few examples such as the Congress of the Ghana Library Association (GLA) held in 1964, which was devoted to deliberations on co-operation; and the Workshop on Pooling Resources among the Universities and Research Institutions in Ghana held in 1972. Various writers on resource sharing in Ghana have indicated that although Ghanaian libraries are aware of the advantages of sharing, and indeed have been involved in resource sharing for a long time, these activities have existed informally mainly through the goodwill of one library towards another (Alemna and Antwi, 1990); (Kisiedu, 1994, 1996,1999) and (Asamoah-Hassan, 2002). Sharing has involved only inter-lending and document exchange, particularly between the university libraries, at local and international levels.

Since the mid-1990s, however, various attempts at formal networking and resource sharing have been undertaken with donor support. These include the establishment of the Ghana National Scientific and Technological Network Project (GHASTINET), the IFLA/DANIDA project, and its offspring the Ghana Interlibrary Lending and Document Delivery Network (GILLDDNET) (Alemna and Cobblah, 2004). These attempts have yielded more concrete but limited results. The obvious

indications are that these resource sharing schemes undertaken by Ghanaian university libraries have failed to attain their intended goals, key among which is making the resources of participating libraries accessible to all users in a resource sharing scheme.

The situation prompts the following questions, among others:

a) What are the challenges and constraints, which have made it so difficult for Ghanaian university libraries to adequately meet the increased demands of their users through resource sharing?

b) Do librarians in Ghana really consider it expedient to fully embrace resource sharing as an official policy for the acquisition of information materials?

c) Why have libraries in Ghana, especially university/research libraries, failed to operate an effective and efficient resource sharing scheme?

d) Do university libraries have a budget line for resource sharing activities?

Answers to these questions need to be found because the university library must remain relevant to the academic community it serves, and to do this the university library must find a way of providing effective access not only to the limited information materials within its physical confines, but also to information held in other libraries and information systems elsewhere.

1.2 The Public University Libraries in Ghana: A Brief Overview

There are currently six public universities in Ghana. These are the University of Ghana, Legon, Kwame Nkrumah University of Science and Technology (KNUST), Kumasi, University of Cape Coast (UCC), Cape Coast, University for

Development Studies (UDS), Tamale, University of Education (UEW), Winneba, and the University of Mines and Technology (UMaT), Tarkwa. These universities are state-owned and are almost entirely funded by government.

The University of Ghana was the first to be established among the six universities. It was founded in 1948 and was known at that time as the University College of the Gold Coast. This was followed in 1951 by the establishment of College of Technology, Science and Arts (CTSA), popularly known then as the Kumasi College of Technology, which developed later into the Kwame Nkrumah University of Science and Technology (KNUST). It was followed by the University of Cape Coast (UCC) which was established in 1962. The next to be established was the University for Development Studies (UDS), Tamale, which was founded in 1992. The University of Education (UEW), Winneba was established later in the same year, on 30 September 1992 as the University College of Education of Winneba (UECW). It became University of Education on 14 May 2004. The last public institution of higher education in Ghana is the University of Mines and Technology (UMaT), Tarkwa established on 11 November 2004 (Bening, 2005).

This study, however, has focused on the libraries of the University of Ghana, Legon and the University for Development Studies, Tamale.

1.2.1 <u>Focus on the Libraries of the University of Ghana and the University for Development Studies</u>

1.2.1.1 University of Ghana

Ghana's first university, University of Ghana, was founded in 1948 as the University College of the Gold Coast on the recommendation of the "Asquith

Committee on Higher Education in the Commonwealth". The University College attained full university status on 1 October 1961. The University offers undergraduate and graduate programmes in Agriculture, Business and Management, Social Sciences, Humanities, Law, Science, Medical/Health Sciences, and recently Engineering Sciences. The University of Ghana also has a Department of Information Studies, which offers programmes m Information Studies at non-graduate, undergraduate and postgraduate levels.

The Balme Library: its stock and services

(i) The Stock

The Balme Library, which was formerly called the University College of the Gold Coast Library, was founded in October 1948 with an initial stock of about 6,500 volumes of which over half were borrowed from Achimota College. Over a period of time these were replaced, the borrowed books being returned to Achimota College. The book stock stood at 17,600 volumes in January 1950 (Steele, 1976). The Library moved from the temporary buildings in Achimota College to its permanent site on Legon campus in August 1959 and was renamed the Balme Library after the first Principal of the College, David Mowbray Balme. The new building was meant to house 250,000 volumes and accommodate 350 readers (Kedem, 1990).

The collection at the time the new building was opened in 1959 stood at 124,857 (Pitcher, 1970). This has grown over the years and stood around 400,000 volumes in 2002 (Amekuede, 2002). In 1965, the Balme Library subscribed to about 5,000 periodical titles. Regrettably, its periodical subscription is now below 800 titles. Meanwhile the Library now serves the needs of more than 27,000 readers.

(ii) The Computer Laboratory

The Balme Library has a Computer Laboratory located in the Main Library and a Cyber Cafe located in the Balme Library Annex (The latter was taken over by the ICT Directorate in August 2005). These facilities are used mostly by students and faculty members to access information on the Internet and the CD-ROM databases (University of Ghana, 2004). Other services rendered include e-mail, and word processing or typing out of documents. Users of these facilities are encouraged to use them for purely research and academic work. A fee is charged for these services.

The Computer Laboratory currently has 11 personal computers (PC) with a printer although the laboratory has the capacity for 24 PCs. A professional librarian (an Assistant Librarian) is in charge of the laboratory. Two assistants support the Assistant Librarian. Users have access to online databases that were provided by the Programme for the Enhancement of Research Information (PERI) under the IFLA/DANIDA ILL/DD project. The databases are EBSCO, Ingenta, Silverplatter and Blackwell. The databases cover a wide range of subject areas in the humanities, social sciences and the sciences. They provide both abstracts and full-text articles. The Cyber Cafe also offers students' access to the Internet for a fee.

(iii) Interlibrary Lending and Documents Delivery (ILL/DD)

The Balme Library provides ILL/DD services to both students and faculty. The service is undertaken to complement the effort of the Library in the provision of information to satisfy the needs of the patrons of the library. This service was mooted in 1996 and carne into operation in 1998 with sponsorship from the

International Federation of Library Associations and Institutions (IFLA) and the Danish Agency for International Development (DANIDA).

Users of this service are often guided to search online library catalogues and other databases. Photocopies of selected articles are then ordered from four Danish libraries (The Danish Library of Science and Medicine, the Danish Veterinary and Agriculture Library, the Copenhagen Business School Library and the State and University Library in Aarhus). In order to facilitate the provision of this service to users the Balme Library has about 75% of its area networked. The Library has a total of 26 PCs, 2 scanners, 2 CD writers, and 3 printers for its IT services.

The Balme Library has made significant progress towards automation. The Library has, since August 1995, installed the Bibliofile library management software for its cataloguing operations. The holdings of the collection could form the basis of a union catalogue.

The Library has a computer section, which is called the Electronic Support Unit (ESU). This section, which was set up in 1995, is headed by a Systems Analyst. The Unit has helped a lot in the installation and administration of the Internet and e-mail services at the Balme Library, and other state funded university libraries.

1.2.1.2 <u>University for Development Studies (UDS)</u>

The University for Development Studies (UDS) was established with the passage of the law, PNDCL 279 in May 1992. The University started academic work in September 1993 with the first batch of 40 students admitted into the Faculty of Agriculture. It is a multi-campus institution established to serve mainly the Brong Ahafo, Northern, Upper East, and Upper West Regions (Bening, 2005). The

University operates with its Central Administration located in Tamale, a main campus at Nyankpala, and other campuses at Navrongo and Wa. Students of the School of Medicine and Health Sciences are housed on the Nyankpala campus and go to the Tamale Teaching Hospital for lectures as the Tamale campus of the University is still under construction. A fifth campus is to be located in Kintampo.

The University for Development Studies (UDS) is the first university in the, country with campuses in several administrative regions of Ghana. When fully operational, UDS will have campuses located in Brong Ahafo, Northern, Upper East and Upper West Regions. Another unique characteristic of UDS is that unlike the other universities in Ghana, it operates a trimester system in order to cater for practical training in the subjects taught. This offers the students experience in work places and the communities (Bening, 2005).

UDS currently has four faculties: Faculty of Agriculture, housed at the Nyankpala campus, Faculty of Integrated Development Studies, located at the Wa campus, Faculty of Applied Sciences, housed at Navrongo, and the School of Medicine and Health Sciences housed in the Tamale Teaching Hospital.

1.2.2.2 The UDS Library: Its Stock and Services

(i) **The Stock**

The Library of the University for Development Studies (UDS) was established in May 1993 and housed in the Islamic Senior Secondary School building in Tamale. In 1995 the Library was moved to Nyankpala and housed in a temporary building. Part of the stock was moved to Navrongo in 1996 to establish a library to serve the Faculty of Integrated Development Studies, which was relocated there at the beginning of the 1995/1996 academic year. Again, part of the stock was

moved to the Tamale Teaching Hospital to establish the Library of the School of Medicine and Health Sciences. In 2002, following the relocation of the Faculty of Integrated Development Studies from Navrongo to Wa, part of the stock of the Navrongo campus library was moved to Wa while more books were acquired to stock the Navrongo library to serve the Faculty of Applied Sciences.

The Library in Nyankpala serves both as the Central Library of the University and also as the Nyankpala Campus Library. A new library building, which has been designed for the Central Library of the university, is under construction in Nyankpala, This means that the present Central Library is in temporary accommodation. The total number of books as of 31 July 2005 was 23,500 volumes. All acquisitions and processing of library materials (cataloguing, classification, labelling) are done centrally in Nyankpala and copies of the records are then dispatched to the other campuses. Each of the campuses has a library whose collections are specifically organised to serve the needs of the faculty and students. The Library maintains a separate card catalogue at each campus library while a union list of materials is kept at the Library in Nyankpala.

(ii) **Computers and other Electronic Equipment**

The UDS Library unlike the Balme Library has neither a Computer Laboratory nor a Cyber Cafe.   The Library however, has a ten (10) personal computers (PCs) out of which only four are in working condition. The distribution is as follows:

Table 1: <u>Number of Computers Owned By UDS Library</u>

LIBRARY	NUMBER OF COMPUTERS	NUMBER IN USE	NUMBER OUT OF ORDER
NYANKPALA	8	2	6
NAVRONGO	1	1	-
WA	1	1	-
TOTAL	10	4	6

As shown in the table, the Nyankpala Library has 8 PCs while the Navrongo and Wa libraries have one PC each. However, only (2) two of the eight (8) PCs were in use in Nyankpala. Thus, the UDS Library had four (4) working computers at time of the study.

Again the UDS Library has no Internet connectivity and its computers are not networked. This implies that although the Library can have access to online databases such as Blackwell, EBSCO, Ingenta and Silverplatter, it can only do so from commercial Internet Cafes in town. However, the Library has some databases on CD-ROM. These include The Essential Electronic Agricultural Library (TEEAL), and EBSCO. These databases are updated periodically. The PCs and the CD-ROM databases were all donated to the Library through the Programme for the Enhancement of Research and Information (PERI) project.

(iii) **Electronic Support Unit**

The UDS Library has an Electronic Support Unit, which is headed by a professional librarian was established in 1998.The Electronic Support Unit has benefited from the Ghana Interlibrary Lending and Document Delivery Network (GILLDDNET) through the provision equipment, training of staff, enhanced information provision and access. The UDS Library received three (3) computers and accessories, a scanner and an air conditioner in 1999.The other equipment received by the Library include a stabilizer, radio and a generator to take care of the fluctuating power supply. The UDS Library had four computers at the time of the study.

The radio link enabled the Library to link up with the Balme Library when it was installed in 1999. From late 1999 the radio link broke down and so Internet access became impossible in the Library.

The Library also received stationery, a computer and printer, voltage regulator, and an air conditioner under the AgSSIP project in May 2003. As part of GILLDDNET project a VSAT was to be installed at the UDS Library but this was abandoned owing to financial constraints.

1.3 **Statement of the Problem**

The Balme Library of the University of Ghana and the Library of the University for Development Studies, Nyankpala have over the years been engaged in resource sharing with other university libraries in Ghana as part of a nation-wide network for resource sharing. These attempts aimed at increasing the capacities of these libraries to meet the needs of their users have not yielded the much-needed

results. This is so despite the compelling need to pool resources to ensure efficiency in service delivery. The current system has a number of weaknesses, which need to be addressed. These include the lack of timeliness of resource sharing service, high costs of resource sharing service which are often passed on to users, the lack of information about the holdings of the libraries, and users unfamiliarity with the service. The result is that many patrons, dissatisfied with the resource sharing and networking services, avoid using them if possible. The current system cannot therefore continue to absorb the infinite demands of library patrons and needs re-examination and redesign.

The situation also calls for further investigation because even though the Balme Library and the UDS Library have over the past years benefited from donor support to facilitate cooperation and networking these efforts have yielded very minimal results. Pressures upon the current resource sharing infrastructure are such that the infrastructure is in danger of fracturing. Without significant changes in the current system, cooperation and networking between these libraries cannot succeed in their intentions.

The efficiency of any system of documentation be it sectoral, national or regional, depends upon the input made from each unit. For any resource sharing scheme to be efficient each participating member must meet certain conditions necessary for the establishment and viability of such a scheme. Each of the participating libraries in resource sharing should possess some basic equipment to make the scheme effective and efficient. These include computers, CD-ROMs, Internet facilities, photocopying machines, fax machines, telephone, and scanning

Internet facilities, photocopying machines, fax machines. Telephone, and scanning machines. Aina (2002) has described this equipment as "the basic equipment required by each participating library before the resource sharing can be effective." It is therefore necessary to find out if resource sharing between the Balme Library and the UDS Library is feasible tor these two libraries in particular and what the current status is in Ghana with regard to the implementation of a resource scheme for the university libraries in general.

It was in the light of the above constraints and challenges to effective resource sharing in Ghana that the researcher sought to investigate the current status of' resource sharing between university libraries in Ghana by examining, in particular, the resource sharing profile between the Balme Library of the University of Ghana and the Library of' the University for Development Studies, and how it can be further enhanced. The focus is placed on the two institutions due to the close historical links between them which suggest natural and successful cooperation and resource sharing.

1.4 Objectives of the Study

The objectives of every study are the guidelines to the study, which enable the researcher to focus on specific areas of the study. The aim of this study is to provide an empirical examination of the resource sharing activities undertaken by the UDS Library and the Balme Library of the University of Ghana, Legon with a view to finding out how to make them effective and efficient to serve the needs of the patrons of these libraries.

Specifically, the objectives of this study include an examination of:

(ii) The various resource sharing activities engaged in by the Balme Library and the UDS Library.

(iii) The communication network between the Balme Library and the UDS Library.

iv) The problems associated with the resource sharing activities undertaken between the Balme Library and the UDS Library in the national context.

(v) Recommendations based on .the findings of the study for the enhancement of resource sharing in order to increase the capacities of the Balme Library and the UDS Library in particular and university libraries in general, to meet the needs of their users.

1.5 Scope of the Study

This study examines resource sharing among libraries public universities in Ghana. It investigates the current resource sharing activities of these libraries in general, in order to bring to the fore problems hindering an effective resource sharing scheme and how to overcome these problems. The study, however, suffers from a number of constraints as far as the study area, time and finance are concerned. Even though there are six public university libraries in Ghana the study has focused on the Balme Library of the University of Ghana, Legon and the Library of the University for Development Studies (UDS), located in Nyankpala. This is because of the historical links between these two universities. The UDS relied on the University of Ghana, Legon for the core of its pioneering staff who have continued to collaborate with the administration of their former university. There is therefore the need to explore ways of extending this collaboration between the two administrations to their university libraries.

The researcher was also curious to limit the study to these two universities in order to examine how a less-endowed library like the UDS Library and a much better endowed one like the Balme Library could cooperate with each other for their mutual benefit.

1.6 Importance of the Study

The significance of this study lies in the fact that it will draw the attention of all stakeholders to the present interlibrary co-operative activities undertaken between the UDS Library and the Balme Library, with a view to identifying the problems preventing these libraries from reaping fully the benefits of resource sharing.

There are certain prerequisites for the establishment of any system of documentation, for a network is nothing but the sum total of the different elements that constitute it. The efficiency of any system of documentation be it sectoral, national or regional, depends upon the input made from each unit. The UDS Library and the Balme Library are part of a resource sharing scheme, which will only be efficient if each member meets certain conditions necessary for the establishment and viability of such a scheme. This study's justification lies in its intention to showcase the resource sharing scheme between the Balme and the UDS Library, with a view to examining its unique characteristics, its strengths and weaknesses. These should form the bases of recommendations that will put these libraries in a better position for co-operation.

Historically, there is a link between the University of Ghana and the University for Development Studies. The University for Development Studies came

into being following the submission of a report to government by a Task Force headed by Professor George Benneh, a former vice-chancellor of University of Ghana. This was followed by the appointment of first officers of the University for Development Studies, the Vice-Chancellor, Professor Raymond B. Bening, the Registrar, Mr Paul Effah and the Finance Officer, Mr Agana Banga, who were all at that time serving with the University of Ghana, Legon.

Also, the Balme Library is the largest university library in Ghana and well resourced in terms of stock, equipment and manpower, while the UDS Library is new and is relatively deprived in terms of human resources and book stock. It is, therefore necessary to see how these libraries can cooperate with each other, to pool resources in a situation where one stands to benefit much more than the other.

This study is also relevant because resource sharing appears to be the only option for solving the many problems preventing the Balme Library and particularly the UDS Library from providing optimum library and information services to their users.

Finally, the study would also be useful since it would add to the body of knowledge on resource sharing among university libraries, especially in Ghana in particular and developing countries in general.

1.7 Methodology

The success of any research endeavour is to a large extent determined by the use of the appropriate data collection mechanisms, which allow for the collection of relevant information for the accurate description of situations or for the discovery of new knowledge.

To achieve validity and reliability in this study the research tools used were questionnaires, interviews and observation. Emphasis was however placed on the results from the questionnaires and interviews. These research tools were used as effective vehicles for accomplishing the aims and objectives of this investigation. The University Librarians of the Balme Library and the UDS Library were each interviewed to confirm the data.

1.7.1 The Population and Sampling

The population of the study comprised the professional librarians and paraprofessionals of the UDS Library located on the Nyankpala, Navrongo and Wa campuses of the University for Development Studies (UDS) and the Balme Library, at Legon. Since the University for Development Studies is a multi-campus university the Wa and Navrongo campus Libraries were also selected as part of the study.

The UDS Library has four (4) professional librarians all based in Nyankpala and ten (10) paraprofessionals making up a total of 14. The Balme Library has 15 professional librarians and 17 paraprofessionals making up a total of 32.

1.7.2 Sampling Method and Sample Size

In this study purposive sampling was used to select the samples from the two different groups identified above. Firstly, because of the small number of professionals at UDS Library, all the four (4) professional librarians were selected as part of the sample. Since the Wa Campus Library and the Navrongo Campus Library are headed by paraprofessionals, the two Unit heads were also selected to form a total of six respondents for the UDS Library. In the second category ten (10) professionals at the Balme Library were also selected at random. The total sample size was, therefore, 16 comprising, six (6) members of staff of the UDS Library and ten (10) members of staff of the Balme Library.

Questionnaires, designed to elicit information about the problems of resource sharing activities undertaken between the UDS Library and the Balme Library were administered to the subjects.

1.7.3 Document Analysis/Literature Search

This was the third method for collecting data. This involved literature searches for information on the subject under study. Records from the two libraries under study were analysed for information such as the number of professional and paraprofessionals in each library. Data were also collected from published and unpublished records. Journal articles on resource sharing in general as well as on university libraries in particular were also critically analysed.

1.8 <u>Definition of Terms</u>

This section provides working definitions for the main core concepts used in this study.

Cooperative Acquisition:

A system for organising and co-ordinating acquisitions between two or more documentary organisations (library, archive or document centre) at a local, regional, national or international level to ensure that one copy of each publication is held in the geographical area concerned (Prytherch, 1987).

Document Delivery:

It is the transfer of a photocopy and/or the routing of an image to the e-mail account of the end-user. It also involves citation verification, source location, publisher relations, copyright clearance, and customer service (Marcinko, 1997).

Interlibrary Loan

A transaction in which, upon request, one library lends an item from its collections, or furnishes a copy of the item, to another library not under the same administration or on the same campus (Baker and Jackson, 1993).

Library Consortium:

A library consortium is a formal association of libraries, not under the same institutional control, but usually restricted to a geographical area, number of libraries, types of materials, or subject interest, which is established to develop and implement resource sharing among members (Jalloh, 1999).

Library Cooperative:

A library cooperative is a group of interdependent and autonomous libraries banded together by formal agreements or contracts which stipulate the common services to be planned and co-ordinated by the policy- making body of the cooperative (Jalloh, 1999).

Network:

A library network is a cooperative arrangement between several libraries, for example for interlending, or an electronic network within or between libraries (Jalloh, 1999).

Resource Sharing:

Activities engaged in by libraries for the purpose of improving access to and delivery of the holdings of other libraries or information providers. Resource sharing may be established by informal or formal agreements or by contract and may operate locally, regionally, nationally, or internationally (Baker and Jackson, 1993).

1.8 Organisation of the Study

The study is set out in four chapters.

The first chapter comprises the introduction. This contains the background of the study, statement of the problem, objectives of the study, justification of the study, methodology used in collecting data, data presentation and analysis.

Chapter Two focuses on a review of the literature.

Chapter Three is devoted to a presentation and analysis of the data collected.

The summary and discussions of the findings, conclusion and recommendations have been presented in Chapter Four.

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CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

As indicated earlier, resource sharing is not a new phenomenon in the library profession. In a paper presented at the SCAULWA 2001 Conference held in Accra from 10th – 11th September 2001, Professor Aina had this to say about resource sharing, "This topic has been over flogged in the literature". He, however, laments: "unfortunately it has not been a success in Africa ... " There is, therefore, the need to take a second look at it, "since in the long run it might be the only viable option for solving the perennial problem of providing optimum library and information services by African university libraries to their users."

This chapter reviews some of the existing literature on the topic under the following headings:

- Definition of Resource Sharing

- Origins of Resource Sharing

- Resource sharing in Library and Information Services

- Rationale for Resource Sharing

- Arguments in favour of Resource Sharing

- The Challenges of Resource Sharing

- Resource Sharing Among libraries in Ghana

2.1 Definition of Resource Sharing:

Ng'ang'a (1993) has defined resource sharing as "the act of two or more libraries working together to agreed standards to achieve common objectives." According to him resource sharing covers all the activities involved in organising the relationship between "the physical, intellectual and conceptual resources" on one hand, and library users on the other, to attain optimum relationship.

Vyas (1997) has also defined resource sharing as a mode of operation, whereby information resources are shared by a number of participants having the same objectives in mind. Thus the user of one library can have his requirements fulfilled by another library. Walden (1999) defines resource sharing as any organised attempt by libraries to share materials and services co-operatively so as to provide one another with the resources that might otherwise not be available to an individual institution (quoted in Asamoah-Hassan, 2002).

Wesley (1993) asserts that resource sharing implies "a partnership in which each member has something useful to contribute to others and which each is willing and able to make available when needed." Alemna and Cobblah (2004) support this stance. According to them "a degree of reciprocity on the part of participating libraries is often implied in resource sharing."Another writer, Rydings (1979) aptly defined resource sharing as a "process whereby the resources of a group or network of libraries are made available to the sum total of the persons entitled to the use of anyone of these libraries" (quoted in Aina, 2002).

Several important observations can be made from these various definitions of resource sharing. These include the following:

1. There is some element of giving and receiving on the part of the individual institutions involved in resource sharing.

2. Resource sharing is a process, a set of interactive and interrelated on-going functions and activities.

3. Consideration of common objectives, either specifically stated or generally' accepted, is a requisite of resource sharing.

From the above definitions and observations this study will adopt Rydings's definition quoted above in Aina (2002) as a working definition and this will be used throughout the study.

2.2 Origins of Resource Sharing

Resource sharing in all fields of human endeavour is a worldwide phenomenon and has been practised since time immemorial. Ndegwa (1978) has made the following observation: "Man is a sharing animal- at least at his best. It is through sharing that he finds self-realisation, enlightenment and fulfilment. The development of man and his environment depends absolutely on how much and how effective he shares" (quoted in Njuguna, 1990). It is in the spirit of co-operation to save the world from self-annihilation that 50 nations came together to form the United Nations in 1945. The African Union (AU), the European Union (EU) and the Economic Community of West African States (ECOWAS) have all come about as a result of the desire of humankind to pool resources together to ensure development.

2.3 Resource sharing in Library and Information Services

It is this spirit of sharing that has informed the desire of librarians and information professionals to share information resources. Information resource sharing has been in existence as long as libraries and other types of information services (Musana, 1993). Historically, the driving force behind the evolution of the resource sharing concept in the information profession was the necessity to satisfy the felt needs of the user population.

Information workers are known to have practised inter-library co-operation and particularly resource sharing as far back as the year 200BC when the library at Alexandria loaned books to the library at Pergamom (quoted in Attaullah, 1992). Thus, the idea of resource sharing is not new in the library world. Attaullah explains further that until recently, it was known to librarians as interlibrary loan and library co-operation. He points out that the term "resource sharing" gained worldwide acceptance in the 1970s due to the information explosion, shrinking library budgets, high cost of library materials and the growing demand of users for information.

It is equally important to note that co-operation between libraries has been a voluntary activity over the years. Corbett (1978), however, predicted that hard-pressed finances would inevitably lead to inescapable and compulsory co-operation between libraries, though it might not be openly labelled as such. Today, the author has been vindicated as most librarians and libraries have been compelled by the exigencies of the profession to cooperate with each other, and terms like "resource sharing," "consortium" and "networking" have come to replace "library cooperation."

In the United States of America, co-operation between libraries began in 1901 when the Library of Congress started the printing and distribution of its catalogue cards to help reduce the workload of other libraries in the area of technical processing, especially in cataloguing and the location of materials (Alemna and Antwi, 1990). The National Union Catalog (NUC) is a monument to cooperation between libraries in the United States of America, and in the sphere of academic and research libraries, Walden (1999) mentions the Global Resources Project (GRP), a joint initiative of the Association of American Universities and the Association of Research Libraries, which aims at providing the possibility for international resource sharing based on international partnerships among peer institutions.

Formally organised co-operation between libraries in Britain began in 1925. The co-operative activities undertaken by these libraries include inter-library lending, inter-library study facilities, co-operative acquisitions schemes, transfer of materials, co-operative and centralised cataloguing, and library research (Elemide and Havard-Williams, 1986).

In Africa, many countries are anxious to create national information and documentation networks, in order to improve the flow and utilisation of information. In this direction the Pan African Development Information System (PADIS) was created in 1980 to assist in the development and strengthening of the information and documentation infrastructures of African member states. PADIS is the only example of an African continental information network. It is a project of the United Nations Economic Commission for Africa (Shibanda, 1995). PADIS has developed bibliographic databases on African economic, technological and social development.

It also has databases on African exports, institutions engaged in consultancy or research, and research development projects; and a numerical data bank of more than 160,000 items of statistical data.

The South African Bibliographic and Information Network (SABINET) is also a model of electronic networking and resource sharing. SABINET was formed in 1983 and is involved in co-operative acquisitions and cataloguing, database searching, interlending and document delivery for libraries in South Africa and some of the neighbouring countries. SABINET also maintains a union catalogue of South African library holdings. (www.sabinet.za.co/about.html)

Coming closer home, Alemna and Antwi (1990) have traced the origin of co-operation between libraries in Nigeria to a 1955 memorandum, which was submitted to the Nigerian Federal Government by John Harris who surveyed the state of library development in that country. They point out that Harris outlined a strategy for national growth of various services including the co-ordinated development and joint utilisation of resources. Today, efforts are being made to form a consortium of university libraries in that country. In this regard, Bozimo (2003) recently presented a feasibility report to the International Network for the Availability of Scientific Publications (INASP) in which she outlined the guidelines for the establishment of a consortium of university libraries in Nigeria.

2.4 Rationale for Resource Sharing

It would be a huge task, if not an impossible one, to undertake to acquire all, or even most, of the available literature in the world. Arif, Sibau and Sulaiman (1998) assert that "no library, not even the richest and most advanced, can obtain the

vast numbers of journals, books, reports, proceedings, papers etc. that are being produced to satisfy the (reading and teaching) needs of its users."

While there is an information explosion with its concomitant demands on the resources of the library, there has also been a systematic decline in the budgets of most libraries especially in the developing world context. Librarians, therefore, have had to device ways of accessing information for their users while at the same time they operate within the limited funds available to them. Asamoah-Hassan (2002) recognises resource sharing as the key here because it has become 'the most effective and economical tool in optimum information acquisition.

Maungu et al. (1991) proposed a model system for sharing resources in Kenya and contended that since academic libraries had a lot of resources in common and were working towards a common goal of national development, it was desirable for them to co-operate in resource sharing for all the generally acknowledged reasons.

Jolloh (1999) discussing the situation in Swaziland asserts that resource sharing could be used to solve the problem of uneven distribution of expertise and the limited supply of professional skills in an era of ever-changing technological environment which places a strain on the acquisitions budgets of libraries. Globalization of the economies of most countries and society in general is an additional factor that has forced libraries to provide information to users, regardless of place or time.

All these realities have led to the recognition among the managers of libraries that they stand to gain through the economies of scale, and have made resource sharing even more relevant and attractive to libraries today than before.

2.5 Arguments In Favour Of Resource Sharing

The benefits of cooperation and sharing of resources have forced themselves on the library and information profession as the most pragmatic and sensible way of meeting the needs of users in the current era and researchers in this area are in total agreement. Attaullah (1992) outlines arguments in favour of resource sharing among libraries in Pakistan. According to the writer, libraries in developing countries, particularly in Pakistan, could not purchase even 5 to 10 percent of the documents produced world-wide with their meagre financial resources, and must "resort to some other means of procuring the information required for study sand research by their patrons. He further argues that the increasing cost of books, periodicals and other reading materials has made resource sharing an essential aspect of library activity. The writer then assessed the existing resource sharing scheme in that country and proposed a new mechanism and framework for an effective scheme. He concluded that Pakistan would certainly benefit in research, education and economic development and in many other respects by implementing a resource scheme.

Shreeves (1997) has also argued that libraries can significantly improve the quality of library service through a planned and conscious division of labour in building collections. In his opinion, the purpose of cooperation can be summarised as providing "better, faster, easier access to more information."

In a study of resource sharing activities in the Caribbean, with specific reference to the University of the West Indies (UWI) , Richards (1994) reports on how the UWI has become the focus of cooperative efforts to meet the educational and research needs of the region. All the resource sharing activities in the region are done through the library of the UWI.

Arif, Sibau and Sulaiman (1998), with a case study methodology, investigated the existing situation of co-operative inter-lending and resource sharing among medical libraries in the Kingdom of Saudi Arabia. They concluded that even though the schemes were beset with problems, there was a significant increase in inter-library loan services among Saudi libraries.

Majid, Eisenschitz, and Anwar (1999) carried out an investigation into resource sharing activities undertaken by agricultural libraries in Malaysia and reported that resource sharing was basically limited to interlibrary lending and document delivery activities. This was because Malaysian agricultural libraries were able to meet nearly 74 percent of their interlibrary loan and document delivery needs from local libraries. They, however, identified as one of the major constraints the absence of bibliographic tools for the identification of needed materials and therefore recommended that these libraries should give priority to making their holdings information accessible through the Internet.

Alemna and Cobblah (2004) have also argued that "sharing library resources ensures maximum coverage of the world's literature without unnecessary duplication and with minimum cost."

At the year 2000 Jerusalem Congress, the International Federation of Library Associations and Institutions (IFLA) requested librarians from the world over to 'develop information for cooperation with the view of creating a future global library' (quoted in Ndoye 2002). In order to globalise collections to meet the needs of library patrons IFLA, between 1993 and 1995, established three programmes:

Universal Availability of Publications (UAP), Universal Bibliographic Control and International MARC (UBCIM), and Universal Dataflow Telecommunications (Miller and Zhou, 1999). Information globalisation implies a library without borders or limits in terms of access to information for a user such that any time a user enters one library he has access to collections of other libraries elsewhere.

2.6 The Challenges of Resource Sharing

Even though they are aware of the benefits of resource sharing, most libraries in African countries are hampered by a number of challenges in their attempt to engage in resource sharing. Inganji (1990) identified these challenges as follows:

- Lack of national and documentation policies to provide them with the necessary guidance;

- Ineffectiveness of legislation, for example, the legal depository laws in most countries do not work;

- Scarcity of human, national and financial resources;

- The use of outdated information processing, storage and dissemination methods;

- Low priority given to information and documentation systems and services in national development perspectives and plans.

- Lack of standardisation in information collections, classification, storage and retrieval and associated procedures and technologies.

According to the writer, another challenge faced by libraries in Africa desiring to co-operate with each other is the inconvertibility of African currencies which makes the payment for information acquired a very difficult task.

Shibanda (1995) also undertook an assessment of the existing network infrastructure on specialised agricultural information systems in Africa. Among the networks he assessed were, The International Information Systems for the Agricultural Sciences and Technology (AGRIS), Current Agricultural Information System (CARIS), the ECA's Pan-African Documentation and Information System (PADIS) now the Development Information System Department (DISD), Commonwealth Agricultural Bureaux (CAD) and the Agricultural Libraries Information Network (AGLINET). He identified the poor postal and road services, increased costs of reproduction and documentary delivery services, as some of the problems making it impossible for participating centres to exchange materials. The writer concluded that despite the inhibiting factors, agricultural information networking can be created from a local sectoral networking to a global network via the Internet using the existing linkages and networking of AGRIS, CARIS, and AGRINET.

Writing a little earlier, Birru (1993) recognised funding as a major constraint on the development libraries in Africa and stated that with the meagre and ever

shrinking financial resources available to libraries in Africa, it was unlikely for the libraries to develop effective information resources without engaging in co-operative schemes of networks and in the exchange of information.

In the same vein Aina (2002) discusses resource sharing and the acquisition of serials in African University libraries. The writer identifies as some of the constraints to resource sharing in Africa, the lack of national information and library policy in many countries in Africa, the lack of relevant data on participating libraries in a consortium such as manpower, collections, escalation of prices of journals; lack of facilities for rapid communication among libraries; lack of standards, poor communication infrastructure, and slow document delivery. He suggested new strategies for adoption in order "to make resource sharing work" In his view resource sharing might not have worked in the past, but with the advent of information technology, there is no reason whatsoever why African university libraries cannot make resource sharing a success.

Ndoye (2002) also looked at the sharing of documentary resources in francophone West African university libraries. He identified the lack of reliable and well-equipped structures such as suitable buildings, as the main problem hindering co-operation among libraries. This is because it becomes difficult to use communication equipment necessary for resource sharing in such structures. The writer, therefore, recommends the re-organisation of libraries to make them accessible to one another.

Jolloh (1999) cited above, undertook an investigation to assess the feasibility of a library network or consortium of all libraries and information systems in

Swaziland. The objectives of the investigation were to assess the extent of library resource limitations in Swaziland, to affirm and confirm the perceived need for resource sharing, to study existing cooperative activities, and to propose a model for effective utilisation by libraries and information systems resources in Swaziland. It is the writer's belief that the project to establish a library network in Swaziland has "merit, there are satisfactory technical facilities available, and it is enthusiastically supported and desired by the library community."

Ikem and Nwalo (2002) with the aid of a questionnaire, analysed the prospects for resource sharing among university libraries in Nigeria, and identified the lack of cooperation among the university libraries, poor funding of the libraries and poor co-ordination as some of the challenges facing university libraries in their bid to cooperate. They concluded that there was overwhelming evidence that university libraries in Nigeria have need for and desire to share their resources as soon as possible.

Ikhizama (2002) has highlighted the role of Library Associations in facilitating cooperation among libraries in a paper presented at the West African Library Association (WALA) 2001 Conference held at GIMPA, Accra, Ghana. She dealt exhaustively with those activities of the Nigerian Library Association (NLA), which were aimed at enhancing resource sharing among libraries especially libraries in Nigeria.

Africa and the world at large are going through an information technology revolution, which has unprecedented capacities to process, store, refine and disseminate data, information and knowledge in a variety of ways across

geographical boundaries. This emergence and convergence of information and communication technologies (ICT) have therefore changed the ways in which governments, the public and private sectors operate the world over. The challenge is for Africa to develop her ICT in order to be integrated into the Global Information Infrastructure (Gil) (Ajayi, 2001). The writer is optimistic that the library as the life blood of higher education can benefit tremendously from the facilities provided by the ICT." Aina (2002) is equally optimistic that the use of ICT in African university libraries will enhance resource sharing.

De Harowitz (1993) has cautioned developing countries about the dangers of not being part of the information revolution. According to him, the current underdeveloped countries joined the industrial revolution late and can therefore not afford to stay out of the information revolution, as "the underdeveloped nations of the future will be those who will come late to the information revolution." Ghana, and for that matter Africa, must be part of the information revolution taking place now.

2.7 Resource Sharing among Libraries in Ghana

As is the case in the global context resource sharing is not a new concept in the history and practice of librarianship in Ghana. Attempts to foster co-operation between libraries in Ghana date back to the 1960s when with the formation of the Ghana Library Association (GLA) various professional forums were held to discuss how to pool resources together. Examples include the Congress of the Ghana Library Association (GLA) held in 1964, which was devoted to deliberations on co-

operation; and the Workshop on Pooling Resources Among the Universities and Research Institutions in Ghana held in 1972 (Kisiedu, 1994).

Various writers on resource sharing in Ghana have indicated that although Ghanaian libraries are aware of the advantages of sharing, and indeed have been involved in resource sharing for a long time, these activities have existed informally mainly through the goodwill of one library to another (Alemna and Antwi, 1990) (Kisiedu, 1994; 1996; 1998) and (Asamoah-Hassan, 2002). Sharing has involved only inter-lending and document exchange, particularly between the university libraries, at local and international levels. Alemna and Cobblah (2004) have observed that all university libraries in Ghana are involved in interlibrary loan services.

By far the most significant activity on resource sharing was the workshop organised by the Council for Scientific and Industrial Research (CSIR) with the support of International Development Research Centre (IDRC) and some other donor organisations, which led to the establishment of the Ghana Scientific and Technical Information Network (GHASTINET).

In spite of the above-cited meetings to discuss resource sharing among the libraries of Ghana, the situation has remained the same for a long time. Kisiedu (1994) in discussing the situation in Ghana cited the lack of formal and systematic cooperation among Ghanaian libraries as a constraint to resource sharing.

In a study of the IFLA/DANIDA interlibrary lending and document delivery project in Ghana, Kisiedu (1999) identified three main impediments to interlibrary lending and document delivery as finance, technology and expertise. She concluded

that the IFLA ILL/DD project had thus come at an opportune time to enable research and academic libraries to meet their obligations within their respective institutions.

Earlier on in 1999 Cobblah assessed the state of affairs of the IFLA/DANIDA ILL/DD project in Ghana. He revealed that the project had enhanced networking and cooperation among the libraries forming the Ghana Interlibrary Lending and Document Delivery Network (GILLDDNET).

Alemna and Cobblah (2004) also critically examined this project which was rechristened as the Ghana Interlibrary Lending and Document Delivery Network (GILLDDNET). GILLDDNET was a trial project undertaken in Ghana between 1996 and 2003 with sponsorship from the Danish International Development Agency (DANIDA). According to the writers, the aim of the project was to "enhance the capacities of libraries in developing countries, particularly university and research libraries, through organized ILLIDD procedures and to maximise their limited resources at the national, regional and international levels."

Membership of GILLDDNET comprised the five government funded universities-

- Balme Library, University of Ghana, Legon, Tamale;

- Library of the University of Cape Coast;

- Library of the Kwame Nkrumah University of Science and Technology;

- Library of the University for Development Studies, Tamale;

- Library of the University of Education, Winneba;

And libraries of the formal research sector represented by the Institute for Scientific and Technological Information (INSTI) of the Council for Scientific and Industrial Research, Accra.

The writers highlighted the achievements of the project as the training of the human resource of the beneficiary libraries especially in ICT, the provision of Internet connectivity and the provision of Computers and CD-ROMs to the participating libraries. They, however, lamented the persistence of certain problems such as the inadequate "technological infrastructure" and the lack of "basic technical expertise" among the participating libraries which hindered the realisation of the aims of the project from its beginning in 1996 to its end in 2003.

Asamoah-Hassan (2002) by means of a questionnaire has studied the resource sharing activities undertaken by university libraries in Ghana. She reports that these activities are based on the good will of one library to another. The writer identified some of the problems hindering efficient resource sharing among university libraries in Ghana as the unreliable communication system, unavailability of materials requested; manual searching of catalogues; informal network; and lack of union lists and catalogues. Based on the outcome of this work Asamoah-Hassan recommended the formation of a library consortium in Ghana. This, she believed, would enable the libraries to enjoy to the maximum the benefits of resource sharing.

Resource sharing is, therefore, considered as one of the pillars of modern librarianship with the main objective of maximizing the available materials and services and minimizing expenses. It is the key to the future progress of university libraries and the library community as a whole in Ghana.

The impact of information and communication technology (ICT) on resource sharing cannot be overemphasised. Alemna (1999) states that the introduction of CD-ROM in academic libraries in Ghana has led to a significant increase in

interlibrary loans. He cited the Balme Library and the Library of the Kwame Nkrumah University of Science and Technology as examples.

In conclusion the literature reviewed showed that resource sharing has indeed become an indispensable acquisition tool for quick and easy access to the rapidly increasing literature of the world. The widespread currency of the phrase "access over ownership" does not only reflect the acceptance of resource sharing by librarians as a means of easing the pressures of tight acquisition budgets but also as a valuable service which the library must offer to its users. The available literature also revealed that although some research has been done on resource sharing in Ghana and elsewhere, nobody has looked at the state of resource sharing activities among the Public University Libraries in Ghana, especially between the Balme Library and the UDS Library. In spite of the studies reviewed above and some well-meaning efforts undertaken by libraries in Ghana, resource sharing is still not a reality on the ground.

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CHAPTER THREE

DATA PRESENTATION AND ANALYSIS

3.0 Introduction

This chapter presents an analysis of the data collected principally from questionnaires completed by the professional and paraprofessional librarians of the Balme Library of the University of Ghana, Legon, and the Library of the University for Development Studies, Tamale. Part of the data was also gathered from interviews granted this researcher by the head of the two university libraries.

As indicated earlier even though there are six public university libraries in Ghana, the Balme Library of the University of Ghana, Legon and the Library of the University for Development Studies, Tamale are the focus of this study. The aim of this study is to examine with a view to improving the resource sharing services provided by these two libraries. The other four universities; University of Science and Technology, Kumasi, University of Cape Coast, Cape Coast, University of Education, Winneba, and University of Mines and Technology, Tarkwa, have therefore been mentioned only tangentially.

3.1 Analysis of Data

The objectives of the study were to examine the resource base of the Balme Library and the UDS Library and investigate the various resource sharing activities engaged in by the two libraries. The perceptions of respondents about resource sharing among university libraries in Ghana in general and between the Balme and UDS libraries were explored. Their opinions were also sought on the problems hindering an

effective resource sharing scheme between university libraries Ghana in general and between the Balme Library and the Library of the University for Development Studies in particular. Interviews were also carried out with the University Librarians of the two libraries. The interviews were conducted to obtain some additional information, on the functioning of the two libraries, co-ordination mechanism with the other Ghanaian university libraries, and suggestions for improving resource sharing activities.

The population for the study consisted primarily of professional and paraprofessional librarians of the Balme Library of the University of Ghana, Legon and the Library of the University for Development Studies, Tamale, and the two University Librarians respectively. A total of six questionnaires were administered to six respondents at the UDS Library while ten questionnaires were administered to ten respondents at the Balme Library. In all, a total of 16 questionnaires were administered to 16 respondents at the two libraries under study.

3.1.1 Response Rate

Out of the total questionnaires distributed, 12 were returned and all those returned were found usable thus achieving a response rate of 75% and a nonresponse rate of 25%. This is regarded as a relatively adequate response rate for analysis and reporting especially when using a questionnaire (Rubin and Babble 1997). The response rate was high probably because the researcher personally administered the questionnaires to the respondents. The response rate for each library was equally high. Out of the 10 questionnaires administered to 10 respondents at the

Balme Library seven (7) were completed and returned by the respondents thus achieving a 70% response rate. At the UDS Library five (5) questionnaires out of the six administered were returned, also achieving a response rate of 83.3%.

Table 2 below gives a representation of the total number of questionnaires administered to each library, the number of questionnaires returned from each library and the response rate.

Table 2: <u>Response Rate</u>

LIBRARY	QUESTIONNAIRES DISTRIBUTED	QUESTIONNAIRES RECEIVED	RETURN %
Balme	10	7	70%
UDS	6	5	83.3%
Total	16	12	75%

As already mentioned, a total number of 12 questionnaires were completed and returned by respondents made up of five (5) questionnaires from the UDS Library and seven (7) from the Balme Library. At the Balme Library four (4) of the respondents constituting 57.14% percent were female while three (3) representing 42.85% percent were male. There was no female respondent at the UDS Library because there was no female among the professional staff of the UDS Library.

3.2 Categories of Staff of the University Libraries

The study also looked at the category of staff employed in the two libraries with particular reference to their educational qualifications, work experience and other skills relevant to enhance or support resource sharing.

Table 3: <u>The Categories of Staff of the University Libraries</u>

LIBRARY	PROFESSIONALS	PARAPROFESSIONALS	TOTAL
BALME	15	17	32
UDS LIBRARY	4	10	14
TOTAL	19	27	46

Table 3 shows that Balme Library has 15 professional librarians while the UDS Library has 4 professional librarians. In terms of paraprofessional librarians Balme Library has ·17 while UDS Library has 10 in number. Four respondents representing 33.3% had formal training in resource sharing and networking while another four (4) respondents representing 33.3% had attended one conference or a seminar on resource sharing.

3.3 Perceptions of Resource Sharing Scheme

This study tried to find out the perception of the respondents about the efficiency of resource sharing as a tool for increasing the effectiveness of university libraries. The finding is presented in Table 4.

Table 4: <u>Resource Sharing As A Technique For Increasing Library</u>

<u>Effectiveness</u>

RESPONSES	FREQUENCY	PERCENT
YES	10	83.3
NO	2	16.7
TOTAL	12	100

Ten (10) respondents (83.3%) were of the opinion that resource sharing by the university libraries could improve their effectiveness while 2 respondents (16.7%) felt otherwise.

3.4 Benefits of resource sharing

In order to understand the perceptions of the respondents about the benefits of resource sharing, their responses to various statements dealing with resource sharing activities were sought. Altogether there were four statements in the questionnaire and respondents were permitted to choose more than one response. The purpose was to find out the overall perceptions of the respondents concerning resource sharing. The result is presented in Table 5.

Table 5: <u>Benefits of Resource Sharing</u>

STATEMENT	NUMBER OF RESPONDENTS	PERCENT
Resource sharing will result in increased user access to information resources.	8	66.67
Participation in resource sharing will ultimately enhance the image the Library.	7	58.3
Resource sharing will help resolve some of the existing problems faced by university libraries in Ghana	7	58.3
Resource sharing will 5 result in saving money, as libraries will avoid duplication In their acquisitions.	5	41.6

All the four statements received some form of endorsement from the respondents. It was however noted that a majority of the respondents, eight in number and constituting 66.67%, were of the opinion that resource sharing will result in users having access to a wide range of information resources. Two other statements "participation in resource sharing will ultimately enhance the image of the Library" and "resource sharing scheme would help resolve some of the existing problems faced by university libraries in Ghana" also received reasonably strong

endorsement from the respondents. Seven of the respondents constituting 58.3% endorsed these two statements. However, respondents were quite relatively certain "participation in resource sharing scheme will result in saving money, as libraries will avoid duplication in their acquisitions". Five respondents representing 41.6% endorsed this statement. This particular view of respondents was confirmed by one of the respondents who said, "Resource sharing is expensive in the short term but cost-effective in the long run."

3.5 Participation in a resource sharing scheme

The respondents were asked to indicate whether or not they were in favour of their library joining a resource sharing scheme. All the twelve respondents agreed that their libraries should participate in resource sharing when they were asked whether Ghana's university libraries should be made to participate in a resource sharing scheme once one was developed in the country.

A majority of the respondents, nine of them, constituting 75% were against the proposal that once a resource sharing scheme was worked out all Ghanaian university libraries must participate in it. Two respondents representing 16.7% agreed with the proposal while one (1) representing 8.3% neither agreed nor disagreed with the proposal.

It, therefore, reveals that although the professional librarians in the Balme Library and UDS Library were fully committed to the establishment of the library network and see benefits for all sectors should the project come to fruition, they do not think that libraries should be compelled to join it. Unsurprisingly, only 2 (16.7%) were in favour of the proposal while one respondent representing 8.3% remained

"neutral" or was indifferent with this proposal. In separate interviews with the University Librarians they indicated their full commitment to the formulation and implementation of a resource sharing scheme between their libraries and also nation-wide among university libraries in Ghana.

3.6 Level of Cooperation

The study was also interested in identifying the level of cooperation desired by the respondents. Opinions of the respondents of the participating libraries were, therefore, sought as to whether they would agree or disagree that each library should have the option to decide about its level of participation and with which libraries to share its resources. Table 6 below gives a representation of the finding.

Table 6: <u>Level of Cooperation</u>

	RESPONSE					
STATEMENT	Agreed		Disagreed		Neutral	
	Frequency	%	Frequency	%	Frequency	%
Each library should have the option to decide about its level of cooperation	9	75	2	16.7	1	8.3

Nine respondents representing 75% "agreed" while two constituting 16.7% "disagreed" with this proposal. One respondent representing 8% remained "neutral".

This indicates that the majority of the respondents was convinced of the benefits and was supportive of resource sharing but they also had some reservations about it. They think that each library must decide on the type of resource sharing and with which library or libraries to cooperate.

3.7 Re-Organization of Resource Sharing Activities

On whether the Balme Library and the UDS Library should re-organise their resource sharing activities, all the respondents answered in the affirmative. This question was posed to find out their views about the status of the current resource sharing activities between the libraries under investigation. The finding is a clear indication of the lack of effectiveness of the current resource sharing scheme between the libraries under study.

3.8 Reasons For Lack Of Effective Resource Sharing

It follows from the dissatisfaction of the respondents with the current resource sharing activities that certain obstacles were hindering their effectiveness. The study, therefore, posed some questions to the respondents in order to identify the obstacles to an effective resource-sharing scheme between the Balme Library and the UDS Library. The findings are presented in Table 7.

Table 7: <u>Reasons For Lack Of Effective Resource Sharing</u>

REASON	FREQUENCY	PERCENT
Absence of formal resource sharing agreement	9	75%
Absence of institutional policies	9	75%
Lack of resource sharing tools: bibliographies, union catalogues, union lists etc.	9	75%
Inadequate library resources	7	58.3%
Absence of adequate communication among university libraries.	6	50%
Inadequate financial support for resource sharing	4	33.3%
Lack of expertise among staff of the libraries	4	33.3%
Lack of awareness among professional in the libraries	2	16.6%
Inadequate manpower resources	2	16.6%
Lack of support from the university administration	1	8.3%

Table 7 shows that nine respondents representing 75% felt that "absence of a formal resource sharing agreement" between the Balme Library and the UDS Library, "absence of institutional policies" and the "lack of information tools" such as union catalogues and union list were the major reasons for the unsatisfactory level of cooperation. Seven of the respondents constituting 58.3% cited "inadequate

library resources" as accounting for the unsatisfactory level of cooperation between the libraries. Table 7 also reveals that 6 respondents representing 50% thought that the "absence of adequate communication among university libraries" was an obstacle to resource sharing. Other reasons put forward by four respondents representing 33.3% were "inadequate financial resources"; and "lack of expertise" available to the libraries. Two respondents (16.6%) indicated "inadequate manpower resources" and "lack of awareness among library professionals" as the obstacles to resource sharing. Only one of them felt that lack of cooperation was due to "lack of support from the university administration."

3.9 Identification and Delivery of Materials

The respondents were asked to indicate the tools they used for identifying materials in those libraries that might have the needed documents not available in their own collections.

Table 8: <u>Identification of Materials</u>

Mode of Identification of materials	Number of respondents	Percent
Telephone	8	66.66
E-mail	4	33.3
Union List of Serials	0	0
Union Catalogue	0	0
Total	12	100

Table 8 shows that 8 respondents (66.6%) made enquiries to other libraries through the phone while four (33.3%) said they used the e-mail to enquire about materials in other libraries. They did not use a union list or union catalogue because these were non-existent.

3.10 Development and Maintenance of Union List of Serials

Aina (2002) states that "serials constitute a major resource in any university" because they provide the most current information on new developments in the various disciplines. University libraries therefore spend a large portion of their acquisition budget on serial collection. He further argues "Given the escalating prices of serials and declining allocations to university libraries, optimum serial collection can only be maintained through resource sharing."

This study was interested in the opinions of the respondents of the participating libraries about different aspects related to the development and maintenance of a union list of serials, in view if the crucial importance of union lists/catalogues in resource sharing among libraries. Respondents were therefore asked to indicate their opinion about the type of union list of serials they considered most suitable for Ghana's university libraries. The choices provided were:

1) A national level union list of serials covering all libraries and all subjects;

2) A national level serials list for all university and research libraries;

3) A national level union list for all university libraries;

4) An individual serials list to be developed by each library.

The finding is presented in Table 9.

Table 9: <u>Preferred Serials List</u>

TYPE OF SERIALS LIST PREFERRE	RESPONSE	
	Frequency	**%**
A national level union list for all university libraries.	10	83.33
A union list of serials for university and research libraries.	7	58.33
An individual serials list to be developed by each library.	6	50
A national level union list of serials covering all libraries and all subjects.	6	50

Table 9 shows that ten (83.33%) respondents felt that a union list of serials for university libraries would be more useful for promoting resource sharing. Seven respondents representing 58.33 5% supported the development of a union list of serials for university and research libraries. Table 9 also shows that six (50%) respondents were of the opinion that an individual serials list to be developed by each library was for them the best way of promoting resource sharing, while another six endorsed a comprehensive union list of serials at the national level, comprising serial holdings of all libraries and covering all disciplines.

3.11 Compilation of Union List of Serials

A question was asked regarding the preferred medium for the compilation of a union list of serials. Table 10 below shows that five (41.6%) respondents felt that

data on serial holdings of all Ghanaian University libraries should be compiled at one central location with online access to all participating libraries. Four respondents representing 33.33% supported that each library should compile its own serial list and make it accessible through the Internet. Three respondents felt that a CD-ROM containing serial information would be a better method.

Table 10: <u>Preferred Medium for Compilation of Union List of Serials</u>

Mode of Compilation	Frequency	Percent
Compiled at one central location with online access	5	41.6
Each library should compile its own serial list and make it accessible through the Internet	4	33.33
Use of CD-ROM containing serial information	3	25
Total	12	100

3.12 Cooperative Serials Acquisition

As indicated earlier serials form a major resource in any university. It is the responsibility of the university library to provide these from its acquisition budget. Cooperative serial acquisition is, therefore, often considered as an aspect of resource sharing in order to increase the number of serials accessible to the library at a relatively less cost. The respondents were asked if they would agree or disagree that

the Balme Library and the UDS Library should consult each other before subscribing to journals to avoid duplication and to help procure additional journal titles.

Table 11: <u>Cooperative Serials Acquisition Programme</u>

Response	Number of Respondents	Percent
Strongly Agree	7	58.3
Agree	4	33.3
Disagree	1	8.3
Total	12	100

Seven respondents constituting 58.33"strongly agreed" with this proposal. Four "agreed" with this proposal while one respondent "disagreed" with the proposal for cooperative selection and acquisition of serials between the Balme Library and the UDS Library.

3.13 Preferred Resource Sharing Activities

In order to understand the aspects of resource sharing they prefer to have their libraries participating in, their response to various statements dealing with resource sharing activities was sought. Altogether there were 8 statements in the questionnaire, as shown in Table 12.

Table 12: Preferred Type of Resource Sharing Activities

PREFERRED TYPE OF RESOURCE SHARING	FREQUENCY	PERCENT
Cooperative Serial Acquisition	9	75
Sharingof Electronic Resources	8	66.6
Cooperative book acquisition	7	58.3
Depository of theses and dissertations	6	50
Subject specialization	5	41.6
Sharingof Selection tools	4	33.3
Joint Processing of materials	3	25
Exchange of professionals	2	16.6
Other: Consortium	2	16.6

The purpose was to find out the overall perceptions of the respondents concerning resource sharing activities.

It was noted that a majority of the respondents, nine in number and constituting 75%, were of the opinion that their libraries should engage in cooperative serial acquisition. The sharing of electronic resources between libraries received the endorsement of 8 respondents while 7 (58.3%) endorsed cooperative book acquisition. Six respondents representing 50% were the opinion that their libraries

should serve as depositories of theses and dissertations while five (41.6%) indicated that their libraries should take part in subject specialization: Four (33.3%) of them thought the libraries should share selection tools as a way of cooperation. Two other aspects of resource sharing, "joint processing of materials" and the "exchange of professionals" were each endorsed by three and two respondents respectively. It is interesting to note that 2 (16.6%) of the respondents indicated the formation of a consortium as an aspect of resource sharing.

3.14 Strategies for Improvement

One of the objectives of this study is to suggest ways on how to improve the current resource sharing scheme between the UDS Library and the Balme Library. The respondents were therefore to suggest solutions to the problems they identified as hampering the effectiveness of the resource sharing among university libraries in Ghana in general. The findings are presented in Table 13.

Table 13: Strategies for Improving Resource Sharing

STRATEGY	FREQUENCY	PERCENT
Development of Institutional policy.	10	83.3
Formal agreement between the libraries.	10	83.3
Development of Information tools.	8	66.6
Training of staff to undertake resource sharing activities.	7	58.3
Improved communication infrastructure.	7	58.3
Adequate financial support.	6	50

From Table 13 it can be observed that 10 respondents representing 83.3% are of the opinion that the "development of institutional policy" and "formal agreement between the libraries" will improve the level of resource sharing. Eight (8) respondents representing 66.6% said "development of information tools" would improve resource sharing while seven (58.3%) said "training of staff to undertake resource sharing activities" will improve the scheme. Another seven (58.3%) said "improved communication infrastructure" will improve the scheme. A split response was received for "adequate financial support" as six respondents representing 50% endorsed this.

3.15 Interviews

Interviews were used as another method of collecting data apart from questionnaires. The Heads of the Balme Library and the Library of the University for

Development Studies were, therefore, interviewed to provide more information on the resource sharing activities in their libraries.

3.16 Charging for ILL and Document Delivery requests

It came to light during the interviews that the Libraries would like to charge their users for services provided. They felt that it was particularly desirable at a time when most libraries were facing serious financial problems. However, they were unable to strictly charge users for providing resource sharing services due to the lack of institutional policies on resource sharing. The heads also pointed out that most of their users were reluctant to pay for library services. Even in certain situations the users complained and criticized their libraries for charging them for library services.

One head commented on this situation saying that the "funny thing is that these users happily pay at commercial internet Cafes in town but are reluctant to pay to their own library. They feel that it is the responsibility of their library to make available all the needed literature, and so they fail to see why they should pay for it."

The heads said, however, that users usually paid for the photocopying and delivery of documents they request for.

A critical component of resource sharing and networking among libraries is the efficient bibliographic verification and identification, by either a mediated or unmediated method, of which libraries own the material which the patrons' request. Effective resource sharing therefore presupposes a bibliographic infrastructure, which permits users to identify and locate material of interest. In fact, readers must be able to search the holdings of multiple libraries. And the key technologies to support this requirement are union catalogues and union list of serials. It came to

light that they used a variety of ways for the identification and delivery of the required documents.

The Balme Library and the UDS Library send their request for materials by telephone or e-mail and use the postal services for document delivery or in some instances use e-mail to dispatch documents, especially journal articles, which are not bulky. None of the libraries used a union catalogue or union list of serials, as these were not in existence.

They also made telephone and e-mail queries to each other for locating needed documents. During interviews it was learned that both the Balme Library and the UDS Library were making interlibrary loan requests either through the telephone, followed by a formal request, or through e-mail. It is worth noting that both libraries were in the process of compiling in-house database of theses and other local publications. When fully developed this could serve as a basis for the compilation of a union list for these libraries.

At the Balme Library, the Interlibrary Loans Document Delivery Department (ILL/DD) was often asked to provide the needed item through the regular postal service, e-mail or in cases of urgency, they were requested to send the document by expedited mail. At the UDS Library the Electronic Support Unit (ESU) often provided the needed item also through the regular postal service, e-mail or by expedited mail.

3.17 Current Resource Activities of the Balme Library and the UDS Library

As stated earlier the objective of the study was to investigate current state of the resource sharing activities at the Balme Library and the UDS Library in order to suggest ways of making it effective and beneficial to the libraries and their users. The perceptions of respondents from the two libraries were therefore explored from different management aspects of resource sharing such as satisfaction with current level of resource sharing, participation in a resource sharing scheme, and desired level of library cooperation. Their opinions were also sought on the problems hindering an effective resource sharing scheme among university libraries Ghana in general and between the Balme Library and the Library of the University for Development Studies in particular. The interviews with heads of the two libraries which are the focus this study were conducted to obtain some additional information, on the functioning of these libraries, co-ordination mechanism among Ghanaian university libraries, and suggestions for improving resource sharing activities. The study therefore sought their perceptions about the development and maintenance of a union list of serials and cooperative acquisition of library materials, joint training of staff, document delivery and exchange, between the two university libraries in particular and the generality of university/research libraries in Ghana.

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CHAPTER FOUR

SUMMARY OF THE FINDINGS, CONCLUSION AND RECOMMENDATIONS

4.1 Summary:

As stated earlier the objective of the study was to investigate the current state of the resource sharing activities at the Balme Library and the UDS Library in order to find out how to it effective and beneficial to the libraries and their users. The perceptions of the respondents from the two libraries were, therefore, explored from different management aspects of resource sharing such as satisfaction with the current level of resource sharing, participation in a resource sharing scheme, and desired level of cooperation. Their opinions were also sought on the problems hindering an effective resource sharing scheme among university libraries in Ghana in general and between the Balme Library and the UDS Library in particular.

Interviews with heads of the two libraries which are the focus of this study were conducted to obtain some additional information on the functioning of these libraries, co-ordination mechanism among Ghanaian university libraries, and suggestions for improving resource sharing activities. The study, therefore, their perceptions about the development and maintenance of a union list of serials and cooperative acquisition of library of library materials, joint training of staff, document delivery and exchange, between the two university libraries in particular and the generality of university/research libraries in Ghana.

4.2 Background of Respondents

The success of any resource sharing scheme depends, to a large extent, on the calibre of staff who render this service in the library. It is not surprising that staff development is considered one vital aspect of resource sharing among libraries. Ndoye (2002) opines that libraries must no longer be dumping ground for people who cannot fit into other services, but must rather have professionals who are well trained and sufficiently motivated to serve efficiently.

It is clear from Table 3 that while the Balme Library is quite well staffed especially in the professional librarians category, the same cannot be said about the UDS Library, which has only four (4) professional librarians. The shortage of professional librarians at the UDS Library explains why paraprofessionals are in charge of the Wa and Navrongo Campus libraries of the University. It must however, be noted that the Balme Library is much larger than the UDS Library.

With regard to library experience of the respondents it was found out that they have all worked in the Library for at least two years or more. However, they have different backgrounds in terms of qualification and possession of skills, especially, in the use of information technologies. For every programme to succeed it is necessary that the people who are directly involved in its implementation are at least trained to execute it successfully. Regrettably, only four respondents representing 33.3% had formal training in resource sharing and networking. It is however worth noting that another four (4) respondents representing 33.3% had attended one conference or a seminar on resource sharing.

It is reassuring to note that the two libraries that are the main focus of this study are fairly well staffed to provide the needed expertise to meet the demands of library users. However, although the libraries have quite a number of professional and paraprofessional staff who are prepared to undertake resource sharing activities most of them did not receive any special training in resource sharing services. Unsurprisingly, the current resource sharing activities among these libraries are at the minimal level and there is no formal resource-sharing set-up between them.

4.3 Perceptions about resource sharing

Obviously, there are different approaches to solving the problems of the university libraries. And certainly, these approaches include resource sharing. This finding is an indication that an effective resource sharing scheme is seen as an important service which must be made operational if the university library is to exert itself in the academic community. It is also a good ground for initiating an effective resource sharing scheme between the Balme Library and the UDS Library, and for that matter a nation-wide resource sharing scheme among university libraries in Ghana. The respondents were also aware of the benefits of resource sharing as all the four benefits listed in the research instrument used received a high endorsement from them. It is interesting to note that 83.3% of the respondents feel that resource sharing by the university libraries could improve their effectiveness.

The heads of the two libraries agreed that they would actively participate in any effort to develop a union list of serials for university libraries in Ghana. This is also another good ground for initiating a resource sharing scheme in Ghana.

4.4 Interlibrary Lending and Document Delivery

It was deplorable to note that although cooperation among the public university libraries has existed over the years it was limited to just interlibrary loans and document delivery.

Like many library operations, advances in information technology have given a big boost to resource sharing activities. Needed materials can now be acquired quickly and economically with a better success rate. Technology has influenced document delivery activity in three ways: making document requests; processing; and providing documents. The current information resources are not being developed at a level adequate to satisfy the needs of their clientele. Library automation is also less than satisfactory. The systems being implemented do not inter-operate with one another and there is no unified access to the holdings of all libraries.

4.5 Rationale for resource sharing among University Libraries in Ghana

University libraries are experiencing enormous changes the world over. Nims (1999) states that the most obvious changes are the proliferation of information technologies and explosion of available information. Increasing competing interest for limited funds and increased user needs and expectation has further worsened this situation.

The foregoing are by no means the only factors making the need for resource sharing urgent. Between 1993 and 1997 the University of Ghana has increased admission from 3,500 to well over 10,000. Unfortunately there has not been corresponding expansion of library facilities, resulting in overcrowding (Amanquah, 1999). The same can be said about the University for Development Studies. With a

student population of 40 in 1993 the University for Development Studies had a total of 1418 in the 2004/2005 academic year (University for Development Studies, 2005). More than 10 years after its establishment the Library is housed in temporary accommodation, thus making the expansion of the Library impossible.

Under these circumstances, the best strategy for these libraries would be to intensify mutual cooperation and strengthen their resource sharing activities. Currently these activities are mainly confined to interlibrary loan and document delivery services. Nevertheless, it was satisfying to note that the libraries were desirous of implementing a formalised resource sharing scheme. However, some major bottlenecks in this regard were the absence of a formal resource sharing agreement between the libraries and the absence of institutional policies on resource sharing between the Balme Library and the UDS Library in particular and among university libraries in Ghana in general. The absence of bibliographic tools for the identification of needed materials was also identified as one the problems that hinder development of formalised resource sharing. While all the respondents in the libraries in principle agreed to a formal resource sharing scheme, practically they like operating in a network situation where the library has the prerogative of deciding with whom to cooperate. This indicates that they feel more comfortable sharing their resources and facilities with only a few familiar ones. An important factor in determining with whom to cooperate was interpersonal contacts among librarians. The existence of the Committee of University Librarians and their Deputies (CULD) and the Consortium of Academic and Research Libraries in Ghana (CARLIGH) form

a good ground for creation of that rapport and trust which could be harnessed for the mutual benefit of the libraries.

Better information resources and services, rising costs of information resources, inadequate allocations for collection development, expensive foreign document delivery services, and the ability of information technology are seen as important reasons for developing resource sharing in Ghana. Academic and research libraries in Ghana have therefore since 1996 taken effective steps to establish CARLIGH.

4.6 CONCLUSION

The conclusions drawn from the study are presented below.

It can be observed that the demand from professional librarians and paraprofessionals for quality resource sharing is clearly evident and real. They are aware of the immense benefits of an effective resource sharing scheme and are of the conviction that their libraries should take part in it. . Under these circumstances, the best strategy for these libraries would be to intensify mutual cooperation and strengthen their resource sharing activities. Currently these activities are mainly confined to interlibrary loan and document delivery services. It is worthy to note, however that since the mid 1990s steps have been taken to formalize interlibrary lending, documentary delivery and resource sharing in general among public university and research libraries.

However, two major constraints are the absence of institutional policies on resource sharing and the lack of resource sharing tools for the identification of needed materials in the libraries.

The absence of adequate communication infrastructure among the libraries and the lack of expertise among the staff of the libraries were also identified as obstacles to an effective resource sharing scheme.

As mentioned earlier, resource sharing has become both an economic and an information provision necessity. This is especially so in a situation where information resources are inadequate and fragmented and current in-house collection development does not match the needs of the clientele due to limited financial allocations and rising costs of materials. However, networking using Internet and Web-based infrastructure has favorably changed the nature of resource sharing, making it easier, faster and cheaper. Ghanaian university libraries are in a unique position to develop a national resource-sharing network in a reasonably short period of time. This step has fortunately been taken, and it is hoped that the newly established Consortium of Academic and Research Libraries in Ghana (CARLIGH) would succeed in the ultimate objective of establishing formal institutional linkages initiated but unfulfilled under GILLDDNET.

4.7 Recommendations

In the light of what has been stated above, it is strongly recommended that:

1. The Library of the University for Development Studies and the Balme Library should consider developing a formal library cooperation scheme for regular consultation and implementing a variety of resource sharing activities.

2. These libraries should consider developing a Union List of Serials in order to make their serial holdings known to each other.

3. The libraries should give priority to automation in order to make their holdings easily accessible to other libraries via the Internet.

4. Owing to the financial crisis, it might be difficult for the UDS Library to establish well-stocked libraries at the various campuses of the university. However, in order to improve information access to researchers working at these campuses, the Library should consider subscribing to full-text electronic journals by negotiating with vendors through a consortium.

5. There is also a need to promote a culture where users should be willing to pay for fee-based services. As Arkaifie (2000) pointed out "This will be the case when interlibrary loans cost so much that it seems reasonable to let the user bear part of the cost, at least." This will generate the income to the libraries to enable them create the necessary infrastructure to facilitate resource sharing.

6. Each library must determine their users' needs. With this understanding, a library can begin to determine how it fits into a larger resource-sharing

scheme. The strength of a national resource sharing structure is based on successfully linking groups where individual libraries contribute using agreed standards. Library cooperation among university libraries in Ghana, and developing countries in general, would be enhanced when various local resource sharing groups are operating effectively.

7. A coordinating body should be established to work out the modalities of such a scheme. The body should also be empowered to suggest steps to create a consortium of university libraries for the shared acquisition of electronic information resources and making them available to all users throughout the country.

8. The libraries should consider staff exchange programmes so as to bring them up to date with the operations of each library.

9. The two libraries must work out operational details of a resource sharing scheme which would make it possible for them to be part of a nation-wide resource sharing scheme being developed by university libraries in Ghana.

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APPENDIX A

QUESTIONNAIRE FOR LIBRARY STAFF

A) BACKGROUND INFORMATION

1) Name of Institution...

2) Age: [] 20-40   [] 41-60

3) Gender   Male []   Female []

4) Status: Professional [ ] Paraprofessional [ ]

5) How   long   have   you   worked   in   the
   library?...

B) PERCEPTIONS OF RESOURCE SHARING ACTIVITIES

6) Do you agree with the suggestion that resource sharing is a technique of increasing library effectiveness? Yes []   No []

7) What are some of the benefits of resource sharing? (Please tick as many as applicable)

   ☐   Resource sharing will enhance access to materials which will result in user satisfaction.

   ☐ Participation in resource sharing will ultimately enhance the image the library.

   ☐ Resource sharing will help resolve some of the existing problems faced by university libraries in Ghana.

   ☐ Resource sharing will result in saving money, as libraries will avoid duplication in their acquisitions.

C)   PARTICIPATION IN RESOURCE SHARING

8) Do you think that your library should participate in a resource sharing scheme?

        ☐ Yes   ☐ No   ☐ No comment

9) Would you agree with the proposal that once a resource sharing scheme was worked out, all Ghanaian university libraries should be required to participate in it? ☐ Agree ☐ Disagree ☐ Neutral

D)   CURRENT STATUS OF RESOURCE SHARING

10) Do you agree that the Balme Library and the UDS Library should re-organise the resource sharing scheme between them?

      Yes [ ]   No [ ]

11) What has accounted for the lack of effectiveness of the current scheme?

         ☐   Absence of formal resource sharing agreement between the two libraries.

         ☐   Absence of institutional policies.

         ☐   Lack of information tools for cooperation such as bibliographies, union catalogues, union lists etc.

         ☐   Inadequate library resources.

         ☐   Inadequate communication infrastructure.

         ☐   Inadequate financial support.

         ☐   Inadequate manpower resources.

         ☐   Lack of awareness among professionals

         ☐   Lack of expertise among library staff

         ☐   Lack of support from the university administration.

12) What do you think can be done to improve the current resource sharing activities between the two libraries?

- ☐ Improved communication infrastructure
- ☐ Formal agreement between the libraries.
- ☐ Adequate financial support.
- ☐ Formulation of institutional policy on resource sharing.
- ☐ Development of Information tools.
- ☐ Training of staff to undertake resource sharing activities.

13) How do you identify materials and of which libraries own the materials which the patron's request.

D)   **LEVEL OF COOPERATION**

14) Do you think that each library should have the option to decide about its level of participation and with which libraries to share its resources?

Agree ☐   Disagree☐   Neutral ☐

COMPILATION OF UNION LIST OF SERIALS

15) Would you agree or disagree that Balme Library and the UDS library should consult each other before subscribing to journals to avoid duplication and to help procure additional journal titles.

Would Strongly agree ☐   Would Agree ☐   Would Disagree ☐

16) Which of the following modes of compilation of a union list of serials do you prefer?

☐ Compiled at one central location with online access

☐ All libraries should compile their own serial lists and make them accessible

through the Internet

☐ Use of CD-ROM containing serial information

17) Have you had any training in resource sharing activities?

Yes [ ]   No [ ]

18) If yes, please indicate in the boxes below

Form of Training	Duration	Country	Institution	Certificate Awarded

19) If yes, state some of the benefits.

20) Have you ever attended any of the following functions organised on resource

sharing?

Conference ☐ Seminar ☐ Workshop ☐

21) Do you consider the training/ conference as adequate?

Yes [ ] No [ ].

22) Do you know how to access online databases?

Yes [ ] No [ ]

23) Do you know how to access the CD-ROM databases?

Yes [ ]   No [ ]

24) If yes, please mention examples of online or CD-ROM databases you accessed.

25) Did you receive any special training to conduct searches online and on CD-ROM

databases?

Yes☐   No ☐

14. Does your library have a budget for resource sharing?

15. Do you think that your library has enough resources to engage in resource sharing with other libraries?

16. Does your library have a number of computers set-aside for resource sharing?

17. Do you think the number is adequate?

18. Are the computers networked?

19. Does your library have Internet connectivity?

20. Do you think your library should charge users for rendering resource sharing services