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ISSN: 2141-3827

CENTREPOINT JOURNAL

Humanities Edition



Volume 17

Number 1

June 2014

**A JOURNAL OF INTELLECTUAL,
SCIENTIFIC AND CULTURAL INTEREST**

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Circulation Procedures and the Functions of Circulation Unit in Nigerian University Libraries: A Case Study of University of Ilorin Library

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Abstract

University libraries acquire resources to support their information needs and research programs. This explains why various library services have developed to promote and make available the effective use of recorded information in all formats by users. One of the basic objectives of any library is to make its books and non-book materials readily available to its patrons immediately on demand. Library circulation or library lending comprises the activities around the lending of library books and other material to users of a lending library. A circulation or lending department is one of the key departments of a library. This paper examines circulation procedures and the functions of circulation unit at the University of Ilorin library. The strategic position of the circulation librarian as the image maker of the library in fulfilling the objectives of the library and the University are also discussed. This paper highlights the activities of the circulation unit and how they have positively impacted the staff, library and its users. The purpose of this study is to introduce the reader to the basic concepts of library circulation and discuss how information is made available to users. Using the University of Ilorin library circulation system as the setting, the study further explains to the reader who may borrow materials, what types of materials they may take out from the library, the major problems that plague the unit and proffers solutions to these problems.

Keywords: Academic library, Library circulation procedure, Circulation librarian, Library loan-desk and Library user education

Introduction

The University of Ilorin Library was established with its parent body, the University of Ilorin in 1975. Its administration is centralized under the directive of the University Librarian. Apart from the main, Law and E-library library located at

the permanent site of the University; there is the College of Health Sciences Library at the Teaching Hospital Permanent Site, at Oke-ose and school of preliminary studies library at Fufu not far from Ilorin Township.

The main Library is a magnificent one-storey building with an under group (basement) floor. As at early July, 2014 the library total holding stands at 088606 titles and 191, 731 volumes of books excluding pamphlets, journals, theses / dissertations and documents. It can seat an average of one thousand nine hundred and twenty thousands (1,920) users when fully utilized. The E-library is presently undergoing digitization process. The library collection is developed along with a substantial number of audio visual materials and databases that can be accessed on CD-ROM and internet. (The University of Ilorin Library Guide, 2008).

The Library designed a guide as a brief introduction to the library system and its various services. It gives the basic information necessary to find ones way around and make use of the services offered. However, it cannot answer all the questions that patrons are likely to have from time to time. But in case of any difficulty, members of the library staff can be consulted particularly, the Readers' Services Librarian.

Background to the study

All libraries, particularly academic libraries are now user- centered. Hence the professional librarians are expected to be proactive in getting the users to know about the library and have interest in exploring the library resources. Taking cognizance of the fact that the satisfaction of the user can not be over looked, especially in the academic libraries, the circulation librarian is part of the professional team working in the library to bring the required desire of users to fulfillment. According to Ujuanbi, (2008) Circulation service is a part of the functions of the library system that allows the library to achieve its goals. Any library activity, directly or indirectly, is an act of public relations, when it is done to promote the library image and use. Library can be grouped into two, according to the services that they render i.e., a library can either be a lending or reference one. An Academic library which allows some of its materials to be borrowed by users is a lending library while the National library of Nigeria is an example of a reference library that does not lend out its materials. According to Nwalo, (2003) Institution that owns one book and allows people to use it is a library and another that may have a million books and does not allow anyone to use them may simply be a museum not a library. The circulation unit circulates materials to users.

The circulation unit is a major interface between the library and the users. The input of all the other units of the library i.e. acquisition cataloging and classification, reference, bindery are raw materials with which circulation unit renders services to users. The circulation unit is the first point of call for every user and the circulation librarian being a major player in readers' services easily knows the needs of the users and what the library has. The circulation librarian therefore, combines the user's needs and the library stacks together through Selective Dissemination of Information (SDI).

SDI is a current awareness system which alerts you to the latest publications/newly acquired materials in your specified field(s) of interest. Selective Dissemination of Information assists user in keeping up-to-date current literature in particular subject areas. The purpose of SDI is to help users cope with information overload. The library provides a list of selected literature or titles of library materials available in the library based on a chosen subject. The sources of the literature may vary, from various materials such as books, serials, proceedings and also electronic sources. SDI is a personal current awareness service providing researchers with the latest publications on a specified research topic. SDI has been called "current awareness" since the attempt is to keep the user aware of current developments. Encyclopedia Britannica explains that SDI uses display boards and shelves to draw attention to recent additions, and many libraries produce complete or selective lists for circulation to patrons. Some libraries have adopted a practice of SDI, whereby librarians conduct regular searches of databases to find references to new articles or other materials that fit a subject area.

Objectives of the study

This study attempts to:

Examine the procedures of circulation unit.

Examine the functions of circulation librarian.

Examine the qualities of circulation librarian.

Examine the problems experienced by the circulation unit.

Provide solutions to the problems associated with the circulation unit.

Significant of the study

The results of this study would be of benefits to such interest groups like staff and students by providing a useful insight into activities of circulation unit of the University of Ilorin Library. The library administrators will also be guided by the information this study incorporate in future development of library especially circulation unit. Through this study, students and staffs would be able to clearly understand circulation procedures and the functions of the circulation unit at the University of Ilorin Library.

Circulation services

According to Babafemi, G.O., Saliu, U.A. and Otenekwu, F.O. (2013), circulation service is more or less the public relation section of the library. That is, it is a part of the functions of the library system that allows the library to achieve its goals. Any library activity, directly or indirectly, is an act of public relations, when it is done to promote the library image and use. Books and equipment, no matter how adequately provided, do not make a library, but how well the library image is promoted and used.

According to Adeoti-Adekeye, W.B, Ademolake, H.B. and Oludipe, J.T. (2013), circulation is one of the four units (circulation/reserve, reference, documents

and theses) under the Readers' Services Division of the University of Ilorin library. It is one of the key departments of the library. The main public service point is the circulation or loan desk which is located near the main entrance of the library. It is the library's reception room as well as its book distribution and information center. It provides lending services and facilities for return of loaned items. Renewal of materials and payment of fines are also handled at the circulation desk. Circulation staff provides basic search and reference services, though questions more in-depth are usually referred to reference librarians at the library reference desk. The circulation desk is staffed by library officers instead of professional librarians. The only direct contact that library users have with the library is at the circulation point. This is why the unit and the reference section are referred to as the image of the library.

In any lending library, there will always be a circulation unit to charge out materials to users, and the reason for circulating materials out of the library is to allow the borrower the convenience of using them whenever and wherever he desires. Some materials are non-circulating and cannot be borrowed out while others can be circulated. In the University of Ilorin for example, there are two categories of materials. The first group is made up of textbooks on various disciplines being taught in the institution and most of which can be borrowed except for a few, which may be placed on reserve. The second category is the materials that are referred to as reference materials, such as dictionaries, encyclopedias, abstracts, and so on. Included in the second group are journals, theses and rare books which are never borrowed out. Non-book materials, such as audio and video tapes, are used in-house, to ensure proper handling.

Circulation Procedure

The purpose of circulation procedures is to explain who may take out materials from the library and what types of materials they may borrow. The University of Ilorin Library Circulation unit provides friendly and courteous service to its patrons in lending library materials. Additionally, staff members are responsible for answering directional questions and maintaining the assigning of carrels.

University of Ilorin Library serves the University faculty staff, students and researchers who may come from outside of the University. All patrons must register to use the library resources. The registration fee is presently two hundred naira (N200) which is to be paid into the library's account at designated bank. Only students (undergraduate and graduates) are expected to pay for library registration. Patrons/users are given some cards to fill which contain basic information about the users; such as name, faculty, department, hall of residence, matriculation number, level, session and signature. After the cards have been filled, and handed over to the circulation staff, the personal card is then stamped and given back to the user who must always produce it on demand when entering the library and when borrowing library materials. The other cards are then filed in library records. The library card is renewable every session for it to remain valid and it is not transferable.

Furthermore, during registration, the library provide users with library guides that contain all that a user needs to know about the library, their rules and regulations, opening hours and penalties. Non-university of Ilorin users is required to have an Identification Card (I.D.) and/or an introduction letter from their institution for eligibility to use the library.

Method of borrowing books

According to Adeoti Adekeye, W.B. (2005), Library user searches for a needed book(s) from the catalogue cabinet through the author, title or subject catalogue by copying the call/location number and move to the stacks area where books are shelved according to class number. The user selects the book(s) he wants to borrow from the shelves with the aid of Catalogue and the shelf guide pasted on each shelf. He/she presents his/her library identity card at the circulation desk for verification. Library staff checks whether he/she can still borrow additional books or has outstanding overdue books not yet returned. If he/she can still borrow additional books, he/she then collects a set of three carbonized borrower's (transaction) slips from the loan desk and fills them out clearly and accurately as requested by the library assistant at the desk.

He/she then hands over borrower's slip and the book he wants to borrow to the library staff who will cross check and charge out the book by putting due date stamp on the book and borrower's slip. Borrowers must carefully check all books they have borrowed before leaving the library; otherwise they will be liable for any damage discovered when returning those books.

Books borrowed must be returned promptly on the due date. Notices and fine are chargeable on books that are not returned on the due date. Notices are usually sent to borrowers with overdue materials. If the borrowers do not respond to the first notice, a second and third notice may be sent after which the accrued fine is calculated and the borrowers are requested to pay. At the University of Ilorin library, a fine of N20.00 per day per item is charged on overdue item for the first fifteen days and N30.00 thereafter. The purpose of imposing fines on defaulters is not to punish borrowers but to protect the rights of all library users. Fines are imposed to encourage the timely return of materials so that other users will have access to them.

Books on loan to readers which has been renewed over and over and is required by another reader(s) may be recalled and placed on reserve. This is to prevent the current user from renewing the item. The recalled books are placed on reserve shelves. There are two categories of reserved books in the library. They are one-day and two-hour reservation. One-day reserved is applicable to recommended texts which are in great demand to ensure that all readers have equal chance of accessibility to the materials. Readers who wish to use the materials should apply at the loans desk. They must be used in the library and returned before the close of the day. Two- hours reserved consist of texts and particularly journal articles which are on greater demand and are thus kept on reserve for the benefit of all users. Application for their use should be made at the circulation/loans desk. They must be

used in the library for a two hour period at a time, at the end of which someone else may take them.

Lost or damaged books must be paid for and administrative costs are usually added to the cost of the books. Students are expected to return all books on loan immediately after the semester examinations whether they are due or not. Names of students that failed to comply with this regulation are usually submitted to the Academic Board or the Senate for appropriate disciplinary action. On leaving the institution, any student not indebted to the library shall be cleared by the library.

The number of books that can be borrowed varies also depending on the status of the user. At the University of Ilorin Library for instance, under graduates are allowed a maximum of two books at a time for two weeks; graduate students are allowed four books for two weeks while lecturers can borrow six books in a month. The reason for setting limits on the number of books that can be borrowed and the length of time a borrower can keep library materials is to make the limited materials available to as many users as possible. In order to ensure proper check-in, items should be returned directly to a staff member at the circulation desk.

Individual study carrels are given to the University staff whenever possible, on a first-requested, first-accommodated basis. Carrels may also be assigned to full-time doctoral candidates. Graduate student occupancy of these carrels is subject to change and is reviewed yearly.

However, in an automated system, the use of the computer has make borrowing faster and also possible to get a list of patrons with overdue books and the dates with minimum effort. In recent years, more and more libraries have introduced computerized circulation system to offer improved services both for readers and staff. Computers can deal speedily and accurately with great amount of data, and can also give instant information on overdue.

Online Public Access Catalogue (OPAC) is the electronic /computerized version of the manually operated Library cards Catalogue. Entries and location of information about the holdings of the Library take the same procedure as the cards catalogues. With the installation of koha software which is being used to drive the library operation, University of Ilorin Library is at present undergoing retrospective conversion of the library traditional card catalogue to modern electronic OPAC services. As such both the OPAC system and the circulation unit are yet to be fully automated. When it is automated fully, University of Ilorin Library OPAC and computerized circulation system will be fully operational.

Functions of Circulation Unit

The primary function of University of Ilorin library is to provide services to its patrons. In order to facilitate this, the status of each item must be maintained through an efficient circulation system. The objective of the circulation unit is to fulfill the library's service mission by meeting user' information needs. All check-out procedures are established on the basis of service to patrons. Materials and

equipment are circulated as needed. The functions of the circulation desk staff of the University of Ilorin library typically include the following:

Registration of users: the library requires its users to register in order to identify those persons who have the right to use the library, to give a user some special form of identification to allow the charging out of materials, and to facilitate the issuance of letter of introduction to other libraries.

Lending and checking in materials returned: lending materials to library users is done here and so also is the checking in of materials that are returned by the users.

Charging and receipting overdue fines: when an overdue material is identified, three notices are sent to the borrower one after the other. If the borrower does not respond to the third notice, then, the fine is calculated and the borrower is asked to pay. Fines are used to encourage the timely return of materials so that other users will be able to use them.

Monitor damaged materials: monitoring materials for damage and routing them to the appropriate staff for repair or replacement takes place at the circulation unit.

Processing reservations: Users often request that materials be held for them after they have been returned by another borrower. Users are usually requested to fill out a reserve request, and when the material is returned, the user is informed and the book is set aside and held until it can be picked up by the user who has requested for it.

Collecting statistics on library use: For the purpose of annual reports and self evaluation, University of Ilorin library embarks on taking statistics of users and of stocks. Statistics are normally taken on daily basis, which in turn makes it is easy to arrive at yearly figures. The library wants to know the number of users that come into the library within a day, week, month and year, and also the number of materials consulted and actually borrowed. In other words, patron transactions and materials checked out are recorded. This enables the library to determine the strength and weaknesses of its collection.

Weeding of obsolete materials: when some library materials become obsolete, it is necessary to weed them. A material may be considered for weeding through its age or its currency. If a book was last borrowed several years back, or new editions have been acquired, such an old copy can be weeded out. Also, if a book has become tattered as a result of heavy usage, it may be weeded out of collection.

Shelving of returned materials: When borrowed materials are returned to the 'circulation desk, and when the library books that have been read by users are left on the tables, they are appropriately re-shelved, if no requests have been made for such books. There is also general shelf maintenance through shelf reading by the circulation staff. Shelf reading is the act of reading the call-numbers on the spines of books on the shelves so as to ensure that each item stands on the shelf in proper relation to other items.

User's education programs: These may take the form of single teaching or a series of lectures spread over a long period, integration into a course structure; seminar, workshops, or demonstrations. Simple explanation of the filing system in the public card catalogue and directing users to the appropriate section of the library for a given enquiry, through how to make profitable use of abstracts and indexes to the giving of talks on bibliographies on various fields.

Provision of information services: meeting the information needs of users has gone far beyond merely directing the users to where the books should be found as it is still being done at the University of Ilorin Library.

Qualities of Circulation Librarian

The circulation librarian is strategically positioned with the maintenance of activities in the library. The public relations activities of the library are assessed by the functions and qualities of the circulation librarian. As the intermediary between the users and the library, he has cordial relationship with the users so as to know their needs and how to solve them. She holds a Bachelor's degree from an accredited University plus many years' of progressive library experience. She plans, organizes and supervises the activities of the circulation unit; oversees circulation staff; assists library patrons in the use of library services, facilities, and equipment; interprets library policies for patrons; and coordinates activities with other unit heads. She performs tasks requiring independent knowledge in addition to procedures or instructions provided and also exhibit a proven ability to deal with the public, manage a department, and initiate service improvements. She receives general supervision from the University Librarian and direct supervision from the Head, Reader services Librarian.

Babafemi, G.O. (2002), posited that it is not too much for the circulation librarian to follow up request forms given to departments requesting them to write titles of journals and books needed, and ensure that there is a positive response from them. This saves the library from acquiring non – useful books or journal. In the case of University of Ilorin library, the circulation librarian helps create awareness of the library stock and services by employing service tools such as Current Awareness Service (CAS), Selective Dissemination of Information (SDI), display of new arrivals or exhibitions, all of which have important roles to play in public relations activities of the circulation librarian. Through exhibitions, library services and programs are given publicity.

The information role of the library is improved upon because the circulation librarian knows the collection very well and is current on issues affecting the library and user. As an image maker of the library, the circulation librarian develops personality traits that make her to be outspoken, articulate, assertive and precise in information provision. She is proactive rather than retroactive. This means that she has information relating to the users' needs before the demand from such users. Through interaction with academic staff and students, the circulation librarian knows which titles are best suited for a course or discipline.

Most users do not know how to articulate and present their queries in the library. It is the duty of the circulation librarian to help the users put the queries in proper perspective. She is approachable and ensures that users are satisfied and happy before they leave the library. Users can be saved from frustration through public relations tools, such as the card catalogue, shelf guides, or new arrival displays, and content page alert.

A vital factor in a good public relations programme for libraries is that the circulation librarian is efficient, energetic and knowledgeable, with an astute appreciation of the value of public relations in its widest application for a positive result. The information material is presented in an attractive way and the audience is persuaded to use them. A good library is its own advertisement or should be its own advertisement. Efforts is made to create awareness forum, such as orientation programme and library tour for new students or users, bibliographic instruction for older students, mounting monthly readership campaign organized on faculty basis, circulating library bulletins, and accessions list, faculty Board/Library consultative forum, and a host of other.

The responsibilities of the circulation librarian is summarized as follows: She establishes and administers procedures for operation of circulation department. She also supervises shelving activities, circulation staff, in coordination with other supervisors, regarding circulation desk work and assists in the training, and evaluation of circulation and shelving staff.

The work characteristics described here are representative of those the circulation librarian encounters while performing the essential functions of her job at the University of Ilorin Library. She posses good human relations, good etiquette such as ability to communicate effectively and logically with users, ability to motivate others and herself, ability to interact with the community, give talks and advertise the library, identify with users' problems and ability to proffer solution to them satisfactorily.

She has knowledge of library collections and locations, library reference, cataloging methods and bibliographic sources of information; decision making ability; ability to maintain appropriate records and reports of activities. Computer knowledge and skills, and ability to remain current as computer technology changes are another essential quality.

She is able to deal with other staff and the public in a courteous manner; ability to make decisions of other than a routine nature in order to meet controlling conditions; neat personal appearance; emotionally stable and pleasing manner. She also has the ability to understand and interpret library policies, procedures, and rules as well as good oral and written communications skills in order to relate effectively to library patrons and to co-workers alike. She is accessible and approachable to users such that the users communicate freely with her. She constantly searches for methods to improve services to users as she has a mind-set to achieve the goals and objectives of the library.

Problems that inhibit efficient and effective service in the circulation unit of the University of Ilorin Library

Student overpopulation: The unjustifiable increase in the student population takes pride of place among the factors that inhibit efficient and effective services to users in the circulation unit of the university of Ilorin library. Enrolments are often increasing faster than the capacity to plan for and finance this growth.

Inadequacy of the library resources: The library does not have enough materials due to availability of limited financial resources.

Inadequacy of seat capacity for readers: Nobody can blame students when they rush to the library as soon as it is opened to reserve seats before they go for meals or lecturers. This type of situation discourages students from registering in the library before their final year in the university. But by their final year there is a mad rush to register. This in turn leads to unethical practices. Some students deliberately miss shelve relevant titles to another area. The idea is to monopolize the use of the book and prevent other students from having access to it.

Staffing: The financial resources are so limited that staff cannot be employed. There is just too much work for few available hands. This same group of staff is expected to issue out and discharge books, makes reservations, assemble the used books on the reading table and arrange them in readiness for rescheduling, register readers and answer simple user enquiries.

Mutilation of the library materials: It needs little imagination to realize that this is a serious antisocial activity which impairs the usefulness of these publications, not only for present readers but for future generations of user since such publications are often not obtainable again at any cost. Although any person convicted of such an offence usually face the full severity of library disciplinary action.

Mishandling of library materials: A look at the circulation statistic of university of Ilorin, library shows that library users rough handles library materials and so it is one of the social problems. Nobody will want to borrow a dirty or damaged material.

Stealing of library materials: This is also a serious anti-social activity in the library. Stealing of book in the library is another major social problem after mutilation. Libraries have lost books because of theft. Many of the borrowers illegally take out books from the library without borrowing it. Some do this out of carelessness while for some; it is out of deliberate intention to steal. Heavy losses, however, indicate that the preventive measures are not strong enough and should be increased.

Wrong shelving by users: Some library users hide some books by shelving them in wrong places thereby denying other library users from making use of such library materials. This is another social problem in the circulation unit which needs to be addressed. Usually, when the library users use some books in the library, he/she is expected to leave the books on the table. It is the duty of library assistants to return the book back to the appropriate shelf cabinet.

Overcrowding in the circulation unit: This refers to putting too many people and items in little place. The danger of breakage which often results from attempt to remove or replace the materials as a result of overcrowding is a problem.

Poor storage facilities in the circulation unit: This refers to inadequate provision of good storage condition of equipments in the library. The most common used shelf is the iron shelf which is prone to rust. Wooden shelf is another alternative though, if not properly treated and polished with insecticide, it may invite book worm and cause serious damage to materials on the shelf. A dirty circulation unit of the library is an enemy itself. In addition, it encourages living organism in to the library.

Overdue cases in the circulation unit: This refers to library patrons who failed to return their books when due. A lot of library books are with defaulters who are selfish. Most of the books are rare or costly and as such their use is made limited. Due to cases of overdue, some library materials are placed on reserve. This is to ensure that all those who require it have an equal opportunity to read it. The problem affects all categories of users like undergraduate, postgraduate and staff.

Loss of books in the circulation unit: This refers to missing books or lost books. Readers are responsible for the safe-keeping of all books issued to them and are required to pay for replacement in the event of loss or damage. If a reader losses a book, it should be reported to the circulation librarian immediately.

Eating in the circulation unit: Any form of eating, drinking and smoking such as chewing gum, popcorn, groundnut, etc are not allowed in the reading room areas. Eating in the library invites insects like termites, cockroaches, and bookworms. They are particularly dangerous to tropical libraries.

Suggested Solutions to the Problem

It is obvious that most of the problems are beyond the librarians. However, they should not despair. Success does not always come on a platter of gold. Therefore, librarians under a dynamic university librarian can present a well-reasoned paper to the library committee for onward transmission to senate depending on the nature of the problems. The attention of senate could be drawn to the implications of over-shooting the admission quota and the effects it could have on library services; the need to have more staff by demonstrating the positive relationship that exists between the number of staff and the quality of service; United Nations Educational Scientific and Cultural Organization (UNESCO) and the National Universities Commission's minimum standards for finance, and the need to supplement the electric power light by a powerful well-maintained standby generator.

With respect to the non-availability of items, librarians can do something to remedy some of the factors that account for the problem. It is a well known fact, at least in Nigeria, that most teaching staff have a very lukewarm attitude about recommendations. If the teaching staff fails to participate in book selection which should be a joint responsibility between them and the librarians, then the librarians should take up the challenge, study the university's curricula and the users' needs and acquire materials in consonance with both. This should be when there is no financial constraint. Intensive user education will assist the users get over causes of failure. Such user education should be supplemented by printed guides, electronic guides,

work sheets, and staff assistance. Additionally, re-shelving of used materials should be given higher priority, while staff defaulters should be appropriately disciplined. Above all, signs should be conspicuously displayed on the shelves to show that some titles are in the bindery and the same information should be temporarily indicated on the cards in the traditional catalogue or electronic catalog (OPAC) as the case may be.

Pilfering, mutilation, and deliberate miss-shelving of heavily used materials are a perennial, nagging problem. There are two ways of handling the problem. The first is to appeal to the conscience of the users. The assistance of social psychologists may even be enlisted. The second solution is to apply existing sanctions. A first offender may be suspended from the use of the library for one semester; committing the same offence a second time attracts suspension from the university for two semesters while for the third time, the student should be dismissed. Any staff found guilty of this offence should also be punished as the University law stipulates.

Regular Inspection at the circulation unit of the University of Ilorin Library: Ideally there should be regular patrolling of library by members of staff whose duties include a patrolling through the building at regular intervals. Detective measures should be provided at the circulation unit of University of Ilorin library. There are sophisticated devices nowadays which can give early warning of a fire outbreak and theft. These devices usually detect either rises in temperature or the presence of smoke. Maintenance measures should be encouraged at the circulation unit of the University of Ilorin Library.

Summary and Recommendations

In this paper, the authors have focused attention on circulation unit of the library. This is that part of the library that plays the role of a mirror and public relations for the library. For whatever is done in this department reflects good or bad image on the entire library. This is not surprising because all the functions of the department are people/user-centered. In spite of the pertinent position of the department, it is plagued with myriads of problems. These problems include the student population explosion; poor financial support; inadequacy of teaching and research materials both in quality and in quantity; inadequate seating provision; paucity of staff; unavailability syndrome; and manual instead of automated procedures.

Provision of information services is a big problem that the library managers cannot ignore especially with the advancement of application of Information technology in library services. Meeting the information needs of users has gone far beyond merely directing the users to where the books should be found. The current trend is for the librarian to go the extra mile to provide the real information (Bankole 1999), such as applications of various ICT in libraries like telecommunication technology revolution, publishing revolution, Web 2.0 revolution. There is no doubt that academic libraries are changing rapidly due to the revolution of ICT by finding new ways and roles to play traditional roles (Ghuloum, and Ahmed, 2011). These

changes have led the experts in this field to develop new models of academic libraries, such as the digital library, the hybrid library and finally, Library 2.0. The developments in web applications and services are now termed as the Social Web or Read /Write Web or Web 2.0.

There are different definitions for Web 2.0. It is a user-centric web, including various web tools like Blogs, Podcast, Wikis, RSS feeds, Social networks, Social bookmarking, Mash ups, etc (Tella, 2012). The application of Web 2.0 in libraries can be termed as Library 2.0. "Library 2.0 is a concept of a very different library service, geared towards the needs and expectations of today's library users. The library does this by making information available wherever the user requires it, and seeks to ensure that barriers to use and reuse are removed" (Miller 2006). E- Mail, Electronic Document Delivery, Teleconferencing, Tele Facsimile are also useful applications for an efficient and effective circulation system of the library.

Hence in recent times, it has become increasingly difficult in Nigeria for Readers' Services Departments to render efficient and effective services. The exponential increase in student number alone has placed heavy a burden on the staff of that department, who should be occupied with developments in computerized library processes, user-centered and resource-based teaching, and research and document delivery services. A modest attempt has been made at proffering solution to these problems. But the managers need to do more and act faster so as not to be left behind in the current trend of technological development. It is the expectation of the authors that in an information age, nothing short of complete automation and web applications and services termed as the Social Web or Read /Write Web or Web 2.0 will resolve most of the problems in the circulation unit of the University..

Conclusion

Books and equipment, no matter how adequately provided, do not make a library. They have to be properly organized and coordinated by a team of competent professional librarians who have to help users for effective and optimal utilization. Subsequently, having services that nobody knows about is as good as having no services at all. Thus, this paper periscope the circulation procedures and functions of circulation unit in the University of Ilorin Library. As regards to library management, library management should expedite action on the sophisticated devices which can give early warning of theft defective. The library users should be given user's education as regards the use of book in the library. For a good public relations activity, services must be easily and readily available and accessible. This underscore the fact that circulation librarians in Nigerian University libraries must be proactive in getting the users to know about the information resources and facilities available in their libraries as well as stimulate their interest in exploring these facilities to meet their various information needs.

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