ACCESSIBILITY OF LIBRARY MATERIALS THROUGH REPROGRAPHIC SERVICES IN FESTUS AGHAGBO NWAKO LIBRARY, NNAMDI AZIKIWE UNIVERSITY, AWKA.

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Abstract

The study was aimed at determining the accessibility of library materials to students through reprographic services in Festus Aghagbo Nwako Library of Nnamdi Azikiwe University, Awka. Three research questions guided the study and descriptive survey research design was adopted for the study. The population of the study was 4,256 registered users while a sample size of 200 users were selected through accidental sampling technique. Questionnaire was used for data collection. Data collected were analyzed using mean statistics. The findings of the study revealed that reprographic services such as photocopying, printing, binding and lamination were available in Festus Aghagbo Nwako Library, Nnamdi Azikiwe University, Awka. The result also shows that students to a high extent used these reprographic services. Furthermore reprographic services enhanced accessibility of library materials to a great extent. Hence, the study concluded that the availability of reprographic services enhances the accessibility of library materials in Festus Aghagbo Nwako Library, Nnamdi Azikiwe University, Awka . However most of the information resources available for reprographic services are works protected by intellectual property rights, as such reprographic services in libraries can only be carried out within the ambit of the law.

KEYWORDS: ***Reprographic Services, Fee-based Services, Academic Library, Photocopying Services, Intellectual Property Rights, Festus Aghagbo Nwako Library.***

Introduction

Library is an institution that acquires, organizes, processes and disseminates information resources in all disciplines to those who need them with little or no expense attached. A common denominator in all definitions of the modern library is the concept of service (Anyaegbu, 2016). The modern library is service oriented. Clearly in institutions of higher learning, both the lecturers and students mostly depend on the information resources in the library for their academic pursuit. No doubt quick and easy access to such resources accelerates both academic and research activities effectively. The primary purpose of academic library is to support teaching, learning, and research in ways consistent with and

supportive of the institution's mission and goals. In addition, library resources and services should be sufficient in quality, depth, diversity, and currency to support the institution's curriculum. As a result of this, academic libraries are often considered the most important resource center of an academic institution (Ajayi & Adetayo, 2005).

Academic library contribute to the total development of teachers and students. It enlarges their knowledge and stimulates critical, imaginative and creative thinking. The development of any meaningful educational programme depends to a large extent on the library. Thus, the quality of the library in terms of its holdings determines the product of any socio-economic and political development. The modern academic library offers a wide variety of resources that supply information not only in print format but also in non-print media to make learning more attractive, real and exciting. To ensure availability and accessibility of library resources to users, academic libraries carry out various services such as reprographic services.

Reprographics services according to Popoola (2008) are the reproduction of graphics through mechanical or electrical means, such as photography or xerography. Reprography is commonly used in catalogs and archives, as well as in the architectural, engineering, and construction industries. The following services could be offered through reprographic services: adding credit to Pharos print accounts, collecting library fine, photocopying, laminating and spiral binding.

There is no doubt that reprography has become an indispensable tool in the generation and dissemination of information to different libraries and information centres.

Reprography as explained by Anyaoku, (2008) is a term that is now used in place of photocopying, printing, document reproduction or documentary reproduction. Reprography serves many roles in libraries and these roles amongst others includes dissemination of information on a large scale among libraries and between libraries and their patrons, reproduction and catalogue preservation of records, security, storage of important documents, securing the protection of information in rare and important texts, extensive republication of information of unique collection of data, out of print books, manuscripts, back runs of volumes of periodicals and saving of space in the library.

The importance of reprography in library and information services includes ensuring speedy access and processes in acquiring an original work and all elimination of time lag as well as saving space in the library through the redirection of bulky materials into formats like microfilm and others. In the face of global economic recession, where libraries are grossly underfunded, reprographic services have come to play a significant role in academic library services. With reprography in place one can get an exact copy of the original documents. Apparently, reprography has enhanced the use of library materials. Through

reprographic services, users have access to copies of information resources even in a situation where somebody is using the original.

Statement of the Problem

Users of academic libraries often find it difficult to effectively exploit the available information resources. There is need therefore for academic libraries to provide services and resources that will effectively meet the information needs of their users. Having adequate information resources in the library is not an indication that the users' need would be met because availability does not necessarily guarantee accessibility. It is against this backdrop that this study was carried out to determinine the accessibility of library materials to students in Festus Aghagbo Nwako Library, Nnamdi Azikiwe University, Awka, through reprographic services.

Purpose of the Study

The main purpose of this study was to examine the accessibility of library materials to students in Festus Aghagbo Nwako Library, Nnamdi Azikiwe University Awka, through reprographic services. The specific objectives of the study are:

1. to identify available reprographic services in Festus Aghagbo Nwako Library, Nnamdi Azikiwe University, Awka;.
2. to ascertain the extent to which students use reprographic services in Festus Aghagbo Nwako Library, Nnamdi Azikiwe University, Awka;
3. to determine the extent to which reprographic services enhance accessibility of library materials to students in Fetus Aghagbo Nwako Libray, Nnamdi Azikiwe University, Awka.

Scope of the Study

The study focuses on the accessibility of library materials to students in Prof. Festus Aghagbo Nwako Library, Nnamdi Azikiwe University, Awka through reprographic services.

Research Questions

The study is meant to supply answers to the following questions:

1. what a reprographic services are available in Prof. Festus Aghagbo Nwako Library?
2. what is the extent of use of reprographic services by students in Festus Aghagbo Nwako Library?
3. to what extent has reprographic services enhanced accessibility of library materials to students in Festus Aghagbo Nwako Library?

Review of Literature

Reprographic services have to do with any process that produces a copy of a document from an original document. According to Anyaoku (2008), reprography is a term now used to represent photo-duplication, photocopying, duplicating, reprinting and document reproduction. According to the University of West Indies (2016), in a typical library setting, the following services are usually offered in the

reprographic unit; microfilming, photocopying, laminating, printing, computer services and spiral binding.

The concept of reprographic services is predicated on the preservation and dissemination of information. In other words the major aim of reprographic services is to preserve library materials as well as facilitate the use of these materials for the dissemination of information. Reprography serves many roles in libraries and these roles amongst others includes dissemination of information on a large scale among libraries and between libraries and their patrons, reproduction and catalogue preservation of records, security, storage of important documents, securing the protection of information in rare and important texts, extensive republications of information of unique collection of data, out of print books, manuscript, back runs of volumes of periodicals and saving of space in the library. Apparently, reprography has enhanced the use of library materials. Users can now have access to copies of materials even in situation where somebody is using the original; photocopies could be made for others at a fee depending on the number of copies made.

According to Eze (2004), a reprographic service is a fast and cheap means of recycling information and has become a major activity in modern library. In other words reprographic service is a way of reproducing a copy of information material and making them available for library clients. Reprographic service is the act of producing a fresh copy of a document, and it is now taking the centre stage in library services by making an original document available to the user. In essence, reprographic services epitomize the concept of collaboration between libraries. This is because no library can boost of being self-sufficient. Reprographic services help the library in sharing resources. Through reprographic services, libraries not only provide multiple copies of original documents to their clients, they can also obtain copies of information resources they need from other libraries through resource sharing and networking.

In addition, reprographic services do not only cater for the preservation of library materials and dissemination of information, it is also a source of income to libraries. Reprographic service is one of the fee based services offered by academic libraries. Hence the importance of reprographic services in libraries cannot be over emphasized. It empowers the library to generate funds which in this era of budget cuts, is a welcome development. Reprographic service is one of the major ways libraries of today are venturing into entrepreneurship. Anyaoku (2012) noted that the interest in entrepreneurial activities has tremendously increased over the past few decades in libraries like other service centres such as education, health, transportation, insurance, banking etc. The benefits that can accrue to an academic library through entrepreneurial services include; income generation, boosting library image and creating new opportunities within the parent organization. This shows that

reprographic services can help to solve the problem of poor funding in academic libraries. Through the generation of income for the library it enables the library to acquire needed materials which directly makes library materials available and accessible.

Reprographic service is a way of being innovative through the introduction of different technology to library reproductive operation. According to Scanlon and Crumpton, (2011), while many think of innovation and entrepreneurism as only related to business or artistic creation, librarians and libraries have a history of innovating in order to both provide needed resources in the right quantity and programming for their patrons and to incorporate technology into their professional duties. Libraries are trying to reinvent themselves to be more appealing to their users. They are doing this by fostering literacy information through resources and services to encourage their clients to visit and use the library. The basic purpose of academic libraries, according to Buckland as cited in Clifford and Olurotimi (2014) is to provide access to information. To do this, libraries and other information related organizations provide a variety of information to their institutions through reprographic service. Singh and Kaur (2009) stressed that preservation and access to knowledge and information is the main mandate of academic libraries and that reprographic services help in supporting the library's mission of their parent institutions which is teaching and research.

Aguolu and Aguolu as cited in Ugah (2008) assert that availability of library materials must be distinguished from accessibility. Availability of information sources means ensuring their presence in libraries for immediate use. This means that learning materials might be available (the library has acquired them), but they are inaccessible to those who need them for whatever reason (un-cataloged, miscataloged, mis-shelved, insufficient copy among others). Accessibility means that users can identify and use the resources. Both variables have a relationship with the use of library materials. In essence availability does not guarantee accessibility.

Reprographic services provide a guarantee of access for available library materials. This means that insufficient copies of a given library material will not be a barrier to access as long as reprographic services are concerned, because more copies can always be made. Similarly, lack of reprographic services in the library may lead to lack of availability and accessibility of library materials. According to a study conducted by Buckland cited in Ugah (2008) the frustrations felt by users who fail to find the information sources they want in the library because another user has borrowed it is disheartening. Through reprographic services, libraries ensure that multiple copies of popular library materials are made.

According to University of Jos (2016) reprographic services allow library users reproduce copies of a document for their own use. Through the provision of these services the library tends to meet the information needs of its clients. Perera (2005)

submitted that satisfying user's needs is essential to the management of libraries. Reprographic service is one of the ways through which the library can ensure that its limited or scarce library materials meet the information needs of users. Hence, Okonofua (2008) assert that reprographic services is one of the necessary strategies used to tackle the problem of inadequacy of current and relevant information for teaching, learning and research which had been the bane of university education in Nigeria. It has helped in interlibrary loan and document delivery services, through the provision of duplicates of library materials which otherwise would not be available for other users.

Reprographic services assist in the promotion of access to knowledge, help to identify, locate and deliver information or document sought by the researcher. This is achieved through the production of multiple copies of needed library materials and catalogues. Thus, Clifford and Olurotimi (2014) opined that the identification and location of information pertinent to the user's inquiry depends upon the availability of effective reprographic services as well as bibliographic apparatus in general and specialized fields. To facilitate identification and location of information materials in the libraries, the library is expected to provide multiple copies of effective access tools such as catalogues, bibliographies, guides, indexes and abstracts.

In spite of the obvious advantages inherent in reprographic services both to the library and its users is the thorny issue of copyright infringement. Most of the information resources available for reproduction through reprography are copyrighted works. Both the Nigerian law and other international instruments expressly made provision for how the intellectual property rights contained in these works should be reproduced. Violation of such rights amounts to copyright infringement. According to Anyaegbu and Onwudinjo (2016), copyright infringement is the use of any work protected by copyright law without the permission of the copyright owner. Copyright infringement may come in form of plagiarism, photocopy, book piracy, unauthorized duplication of copyrighted works and so on. Anyaegbu and Onwudinjo however hinted that the *Nigerian Copyright Act* under the second schedule outlined acts which do not constitute copyright infringement. In the case of photocopied materials according to paragraph (h) of the second schedule,

> any use made of a work in an approved educational institution
>
> for the educational purposes of that institution shall be destroyed
>
> before the end of the prescribed period or if there is no prescribed,
>
> before the end of 12 months after it was made.

The import of Anyaegbu and Onwudinjo's submission is that the *Nigerian Copyright Act* made provision for photocopy of copyrighted works for

educational purposes without first of all obtaining the express permission of the copyright owner provided such photocopied materials are destroyed immediately after use or at the expiration of 12 months in which the photocopy was made. Anyaegbu and Onwudinjo thus posit that reprographic services though possible and accessible to libraries and other information service providers can only be carried out within the ambit of the law

.**Method**

Descriptive survey design was adopted for the study. The population of the study was 4,256 registered library users. The sample size of 200 users representing 5% of the population was drawn using accidental sampling technique. The instrument for data collection was questionnaire. Data collected were analyzed using mean statistics where applicable.

Presentation of Result

Data collected based on the research questions were analysed and presented in tables as shown below.

Research Question 1: What reprographic services are available in Festus Aghagbo Nwako Library?

Table 1: Types of reprographic services in Festus Aghagbo Nwako Library

S/N	Reprographic Services	Available	Not Available
1.	Photocopying Services	✓	
2.	Printing Services	✓	
3.	Binding Services	✓	
4.	Laminating Services	✓	
5.	Computer Services	✓	

Table 1 shows the various reprographic services available in Festus Aghagbo Nwako Library. The available services photocopying, printing, binding , lamination and computer services.

Research Question 2: What is the extent of use of reprographic services in Festus Aghagbo Nwako Library?

Table 2: Mean rating of responses on the extent of students' use of reprographic services in the library.

S/N	Reprographic Services	Mean	Decision
1.	Photocopying Services	3.2	VHE
2.	Printing Services	2.9	HE
3.	Binding Services	2.6	HE
4.	Laminating Services	2.2	LE
5.	Computer Services	3.1	VHE

Analysis in Table 2 indicates that the respondents used the reprographic services to a very high extent. Details show that reprographic services such as photocopying services received a mean score of 3.2, computer services 3.1, while they also used to a high extent, printing services and binding services which rated 2.9 and 2.6 respectively.

Research Question 3: To what extent has reprographic services enhanced the accessibility of library materials in Festus Aghagbo Nwako Library?

Table 3: Mean rating of responses on the extent to which reprographic services has enhanced accessibility of library resources.

S/N	Reprographic Services	Mean	Decision
1.	Photocopying Services	3.1	VHE
2.	Printing Services	3.2	VHE
3.	Binding Services	2.6	HE
4.	Laminating Services	2.2	LE
5.	Computer Services	3.2	VHE

From table 3, it could be seen that the respondents agree that reprographic services have to a very high extent enhanced accessibility of library materials through its various services such as photocopying 3.1, printing 3.2 and computer services 3.2. They however agreed that laminating service 2.2 has to a low extent enhanced accessibility of library materials.

Summary of Major Findings

The following are the major findings of the study:

1. Reprographic services available in Festus Aghagbo Nwako Library include photocopying, laminating, binding among others.
2. These reprographic services were used to a very high extent by the respondents, especially the photocopying services and computer services.
3. The findings revealed that reprographic services have to a great extent enhanced the accessibility of library materials through photocopying, computer services among others

Discussion of Results

The findings from research question 1 showed that reprographic services available in Festus Aghagbo Nwako Library include photocopying services, binding, laminating and computer services among others. According to Popoola (2008) these are the tools which are indispensable in the generation and dissemination of information to different library users. They are vital for the reproduction as well as strengthening of library materials for easy accessibility and use by library users.

Research question 2 showed that the respondents used to a very high extent reprographic services such as photocopying, printing services as

well as computer services. This emphasizes the importance of reprographic services in library operation, because no library can function effectively without the provision of these services. This agrees with Anyaoku (2008) who assert that reprographic services now encompasses photocopying, printing, document reproduction or documentary reproduction.

From the study, research question 3 showed that reprographic services have to a very high extent enhanced the accessibility of library materials through services such as photocopying, printing, computer services among others.

The availability of these services will to a very large extent solve the problem of scarcity of information resources in the library. This is because reprographic services not only make photocopies of printed documents, it also prints soft copies downloaded from the Internet. It also ensures that they appear in bound form. All these activities enhance the availability of these library materials. However, as Anyaegbu and Onwudinjo (2016) observed, most of the information resources available for reprographic services are works protected by intellectual property rights, as such reprographic services in libraries can only be carried out within the ambit of the law.

Conclusion

The various kinds of reprographic services available in Festus Aghagbo Nwako Library include photocopying, computer services, laminating, and binding among others. These reprographic services are used to a very high extent by the respondents, especially the photocopying and computer services. These reprographic services also, have to a great extent enhanced the accessibility of library materials. This shows that availability of reprographic services will enhance the accessibility of library materials to a great extent.

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