

## Who are the Culprits? Evaluation of Theft and Mutilation of Academic Library Materials: Experience from the Walton Whaley Library

Samuel Ameyaw, Charles Nana Eleduh Amoah, Afua Frempong-Kore

### Abstract:

This study assesses the theft and mutilation of library resources at Walton Whaley Library (WWL) at Valley View University, in Ghana. The study adopted a mixed-method approach; thus, copies of questionnaire and interviews were used to gather data for the study.

The quantitative and qualitative data were analyzed with the help of Nvivo version 11 and IBM Statistical Package for the Social Sciences (IBM-SPSS version 21.0). The study found that most of the users were aware of the security policies in the library. The prominent factors influencing theft and mutilation are a weak security system, the absence of closed-circuit television (CCTV) cameras, inadequate staff, the selfish interests of the perpetrators, and a lack of security personnel at the main entrance. To curb this phenomenon, certain security measures, such as the installation of electronic security devices, security personnel at the main entrance, physical body checks on users entering and exiting the Library, as well as staff surveillance are needed. The study recommended an effective and efficient security system, the vigilance of library staff, the acquisition of multiple books in high demand, availability and accessibility of photocopying services. The study suggested harsh punishment for perpetrators who breach library rules.

To cite this article:

Ameyaw, S., Amoah, C. N. E., Frempong-Kore, A. (2024). Who are the Culprits? Evaluation of Theft and Mutilation of Academic Library Materials: Experience from the Walton Whaley Library. *International Journal of Librarianship*, 9(3), 47-74.  
<https://doi.org/10.23974/ijol.2024.vol9.3.378>

To submit your article to this journal:

Go to <https://ojs.calaijol.org/index.php/ijol/about/submissions>

# **Who are the Culprits? Evaluation of Theft and Mutilation of Academic Library Materials: Experience from the Walton Whaley Library**

Samuel Ameyaw, Valley View University, Ghana

Charles Nana Eleduh Amoah, Valley View University, Oyibi Campus, Ghana

Afua Frempong-Kore, Ghana Communication Technology University, Ghana

## **ABSTRACT**

This study assesses the theft and mutilation of library resources at Walton Whaley Library (WWL) at Valley View University, in Ghana. The study adopted a mixed-method approach; thus, copies of questionnaire and interviews were used to gather data for the study.

The quantitative and qualitative data were analyzed with the help of Nvivo version 11 and IBM Statistical Package for the Social Sciences (IBM-SPSS version 21.0). The study found that most of the users were aware of the security policies in the library. The prominent factors influencing theft and mutilation are a weak security system, the absence of closed-circuit television (CCTV) cameras, inadequate staff, the selfish interests of the perpetrators, and a lack of security personnel at the main entrance. To curb this phenomenon, certain security measures, such as the installation of electronic security devices, security personnel at the main entrance, physical body checks on users entering and exiting the Library, as well as staff surveillance are needed. The study recommended an effective and efficient security system, the vigilance of library staff, the acquisition of multiple books in high demand, availability and accessibility of photocopying services. The study suggested harsh punishment for perpetrators who breach library rules.

**Keywords:** Academic Libraries, Evaluation, Library Resources, Mutilation, Theft, Walton Whaley Library

## **INTRODUCTION**

Theft and mutilation of materials in academic libraries have been a headache for library professionals trying to eradicate this phenomenon. Users and libraries alike have suffered the loss of valuable materials as a result of these practices. It appears that libraries across the world have witnessed cases of theft and mutilation that have negatively affected their service delivery and operations. The Guardian documented a case in which a man was imprisoned for the theft of 7,000 books from Scottish universities (Carrell, 2019). Even though the author failed to indicate whether

the books were stolen from the library or not, the finding is still relevant to this present study. The American Library Association's (2016) findings revealed that the average loss rate for libraries was estimated to be between 4 and 8%.

According to Ohayagha (2014) "when an individual dishonestly usurps property belonging to another with the intention of permanently depriving the owner of it is a theft" (p. 2).

The issue of theft, mutilation, and abuse of intellectual materials was identified by Akussah (2006) as a significant challenge to the library profession globally, with Ghana being no exception. The circumstance seems alarming in most academic libraries, where key information resources get into the hands of offenders. The rate of damage caused by these offenders cannot be quantified, but it is a cost to library management. The operations and survival of every library, be it public, special, or academic, depend significantly on adequate security and protection of its resources. Academic libraries face problems like book theft and mutilation, making it hard for them to provide users with the best services. The threat to intellectual property posed by some library users through mutilation, theft, and other unauthorized activities on library collections has created a significant challenge for the library profession worldwide (Adeyemi & Omopupa, 2020). Some materials in academic libraries contain information of cultural value; consequently, they must be safeguarded for current and upcoming generations. Academic library resources must be well secured from misuse, defacing, theft, and mutilation. The deliberate cutting off, removal of parts, or damage to library materials to deny access to other users constitutes mutilation (Omoike & Alabi, 2020). The destruction of library materials, the tearing of relevant pages, and the writing of unpalatable things in the materials posed threats to the efficient operation of the library. It also imposes financial burdens on the library management since they have to replace the lost materials with their already shrinking budget allocation. In the Walton Whaley Library which is the main library of the Valley View University, had suffered theft, defacing and mutilation of library books (see Appendix 3). An effective library service is based on the availability and accessibility of resources stocked for teaching, learning, and research. Without security, no academic library can function effectively. When materials are susceptible to being destroyed, it will be difficult for a library to fulfil its core objectives in a learning environment as well as the mandate of the university. Therefore, the ambience of the library should be conducive and devoid of unscrupulous attitudes. This study aims to evaluate theft and mutilation of academic library resources, add literature to the existing body of knowledge, and fill the literature gap.

## **OBJECTIVES OF THE STUDY**

1. To investigate the awareness of security policies in the Walton Whaley Library (WWL).
2. To establish factors that influence theft and mutilation of materials in the WWL
3. To identify measures that would help management curb theft and mutilation in the WWL

## **LITERATURE REVIEW**

A library security policy is a set of rules and regulations that govern the use of library resources and inform users about the "dos and don'ts" of the library. The library's approach to raising

awareness of security policies would assist in preventing any kind of abusive behaviour. Students, lecturers, and researchers can all benefit from this method because it can extend the resources' useful lives. Commenting on circulation policies in academic libraries in the United States, Wilson et al. (2015) affirmed that the majority of academic libraries in higher educational institutions offer security awareness training to library staff and users. Every security policy aims to raise staff and patron awareness, which is crucial for protecting library collections from misuse (Halubanza et al., 2021). A planned security policy prevents people from violating anyone's rights and freedoms in the library. Awareness and adherence to rules and regulations ensure that components of an information system function effectively to reduce risks and avoid threats (Harris & Martin, 2019). Humaidi and Balakrishnan (2015) opined that security practices are more likely to be successful if library staff are aware of library policies regarding information security and the benefits that come with them. Library management must be responsible for creating security awareness to ensure that library staff in various departments acquire more knowledge that will assist them in tackling security challenges. Security awareness among library staff in university libraries will influence compliance with the policy. Education on security awareness plays a critical role in general security policy compliance in libraries (Guimaraes, 2021).

Training-based, well-organised information and security awareness programme can help lessen breaches of rules and regulations (Weeb et al., 2014; Almindeed & Martins, 2020). Commenting on documented security policies at Polytechnic Libraries in Ghana, Azerikatoa et al. (2014) noted that many libraries in Ghana did not have written security policies. There was neither a written policy nor any other form of policy, however, few libraries were prepared for security challenges (Azerikatoa et al., 2014). Library staff will execute their duties effectively if there is a comprehensive security policy guiding their activities. A lack of a properly documented security policy, according to Yamson and Cobblah (2016), makes the issue of library security management challenging for the majority of academic libraries in Ghana. Techniques that could be helpful in the fight against unacceptable behaviours in libraries include raising awareness, putting security policies into action, and creating an environment that is conducive to users. Academic libraries are expected to guard against any delinquent behaviour intended to destroy library collections. To safeguard library collections, factors that influence damage on library materials must be discouraged. Mutilation of library materials is a worldwide phenomenon that must be legitimately checked to extend the library collections' life span (Salman et al., 2017). It is a heartbreaking experience when library users are denied access to a library's collections due to theft or mutilation. At the Federal University in Oye-Ekiti, Nigeria, book robberies and mutilations were identified by Olajide (2017). According to the study's findings, library materials were stolen and damaged as a result of inadequate copies and a weak security system that allowed books to be hidden in clothings and pages to be torn. University libraries in developing nations, such as Nigeria, lacked security measures that permitted users to engage in corrupt behaviours like removing materials illegally (Oyesiku et al., 2012). Additionally, the authors stressed further that these libraries lacked photocopying facilities, adequate power, as well as multiple copies of materials. Chinwendu (2019) conducted a study on the effect of theft and mutilation on the use of library collections in an academic library in Lagos State, Nigeria. The study observed that there was a high rate of theft and damage to library collections. The author attributed these acts to the high cost of reading materials, inadequate security and a lack of photocopying facilities in the libraries. Yerby and Floyd (2018) emphasise the importance of staff awareness and training programmes for effective information security compliance, highlighting the need for library personnel to be trained.

The failure of library staff to keep an eye on what users do in the library was one of the factors that contributed to security breaches in the library (Chinwendu, 2019). Ofori et al. (2022) identified unsecured windows, faulty emergency exits, insufficient staff in the computer room, and inadequate policies and procedures as some of the motivational factors influencing theft and mutilation of library materials and offensive acts in libraries. Others include a lack of security plans, inadequate security points. For instance; exits, loading areas, windows, special collections, short renewal intervals and inadequate signage. Poor behaviour among library patrons was accredited to a lack of photocopying facilities, a lack of available materials, and the selfish needs of some patrons (Eruvwe et al., 2015). The negligence of some library employees may be responsible for this phenomenon of book theft and mutilation in libraries. Adekunle et al. (2018) opined that academic libraries in Osun State, Nigeria, experienced a high rate of collection theft and vandalism. Economic depression and a lack of user orientation were the causes of theft and mutilation, according to the researchers. Unsatisfactory behaviour in academic libraries in Nigeria was attributed to a lack of security manuals, insufficient loan and renewal periods, inadequate punishments for violators of library rules, and inadequate signage (Abubakar & Aduku, 2016).

Elizabeth and Ogunjimi (2019) conducted a study on security issues at university libraries in Southwest Nigeria. The results of their study revealed instances of theft, mutilation, and defacement of library resources, along with the deliberate concealment of books to restrict access by other users. Jagdish (2016) focused on the librarians of seven universities. The study findings demonstrated that seventy percent of the librarians had encountered problems related to theft, damage, and misplacement of resources in their library respective libraries.

In Ghana, Yamson and Cobblah (2016) also attributed security breaches to a lack of materials, awkward borrowing procedures and high photocopying fees. The high cost of books, limited number of materials available in the library, the attractive appearance of the book, a lack of user orientation, and a lack of photocopying machines were the factors motivating theft and mutilation of library collections (Fasae & Adedokun, 2016).

Users rely on the library's collections for knowledge acquisition as well as new ideas to enrich their intellectual development; thus, collections must be protected and preserved (Matoskova, 2016). Rules and regulations are measures designed to monitor users' activities and reduce the risk of destruction of library materials. Higgins (2015; Nancy, 2016; Khurshid, 2015) suggested that libraries should adopt technology such as closed-circuit television (CCTV) and Radio Frequency Identification Systems (RFISs) to combat bad behaviour in the library. Song (2020) and Azerikatoa et al. (2014) recommended that student hostels be checked without notifying them to retrieve library materials that may have left the library without proper authorisation or permission. They elaborated further that there should be periodic orientations on policies and security challenges to curb unacceptable behaviour in academic libraries.

Library professionals cannot prevent and take full control of information breaches without employing appropriate technological devices like CCTV, RFI and 3M Exit technologies (Nath & Deka, 2020). Gupta and Madhusudhan (2021) were of the view that the adoption of new security measures will contribute to the reduction of the issue of theft, mutilation and improper shelving. Remarking on security in libraries, Simukali (2019) posited that the majority of higher educational institutions do not want to adopt and implement electronic security systems because they rely on physical security. Agboola and Aduku (2019) recount measures such as periodic movement of library staff when students are accessing the library which will help reduce theft and mutilation cases in the library. The provision of exit points, physical body searches and the recruitment of

permanent security personnel at the main entrance should be a priority for every library, even when there is an installation of surveillance cameras. Benedict et al. (2020) noted some strategies, such as tightening security at library entrances as well as emergency exit areas. The involvement of library staff and students in this unpleasant act is a threat to intellectual property and also a source of brain drain that reduces the quality of information in the library. Students and staff were frequently involved in theft cases at the Abubakar Tafawa Balewa University library in Nigeria. As a result of this act, the library introduced identification cards (ID) to monitor staff and users against theft and mutilation (Basaka et al., 2020). Materials in the library are directly or indirectly affected by unwholesome behaviours and security breaches, which hinder efficient service delivery. All libraries must pay keen attention to security issues, particularly academic libraries. Additionally, appropriate measures must be taken to prevent library materials from being altered or mutilated in order to guarantee their existence in the library.

### **Study area**

The Valley View University (VVU) is a premier private University in Ghana. It was set up in 1979 by the West African Union Mission of the Seventh-day Adventist Church as a missionary college. In 1989, it was moved to Oyibi, Mile 19, Dodowa- Accra, Ghana (West Africa). The University has existed since its establishment under the oversight of the Seventh-day Adventist International Board of Education through the National Accreditation Board of Ghana and the Adventist Accreditation Association (located at the General Conference of the Seventh-day Adventist Headquarters, Silver Spring, Maryland, USA). Based on the recommendation of the National Accreditation Board, the University was granted a presidential charter in January 2006, making it the first chartered private university in Ghana. Presently, the University has two extension campuses in Techiman and Kumasi and two centres in Takoradi and Tamale in the Western and Northern Regions of Ghana respectively.

## **METHODOLOGY**

This study adopted a mixed-methods approach to evaluate theft and mutilation of academic library materials at the Walton Whaley Library of Valley View University in Ghana. Two instruments were used for data collection: the interview guide and copies of the questionnaire. According to Poth and Munce (2020), a mixed-method approach helps a researcher combine a variety of information sources to make complex issues easier to understand.

### **Population of the study**

The target population comprises library staff and undergraduate students of Valley View University, Oyibi Campus. The population's justification originated from the fact that the library staff are working directly with the students. Therefore, the involvement of staff and students would help the researcher determine the real cause of the problem. The students were selected from the Faculty of Arts and Social Sciences, Faculty of Science, School of Business and Education. However, the School of Nursing and Centre for Adult and Distance Education students did not participate in this study. The School of Nursing has a library separated from the main library, while distance students do not visit the library regularly due to the nature of their programme. The size of the population was 2,320; this includes 2,314 students and 6 library staff.

### Sampling Procedure and Sample Size

The researchers employed the convenience sampling method in selecting the respondents. The technique is appropriate for selecting individuals or groups who are available, accessible, as well as proximity to the researcher and willing to participate in the research at that time (Shuttleworth, 2008; Mugenda & Mugenda, 2003).

The researcher adopted the Yamane Taro (1967) method of sample size calculation to determine the sample size. Thus;  $n = N / (1 + N(e)^2)$

Where  $n$ ; denotes the sample size

$N$  = signifies the size of the population,

$e$  = indicates the margin of error  $(0.05) \times 2$

In calculating the sample size, values were substituted in the equation.

Where  $N = 2,314$

$e = 0.05 \times 0.05$

$n = N / (1 + N(e)^2)$ ;  $n = 2,314 / (1 + 2314(0.05)^2)$

$n = 2,314 / (1 + 2,314(0.0025))$ ;  $n = 2,314 / (1 + 5.785)$ ;  $n = 2,314 / (1 + 6)$

$n = 2,314 / 7$ ;  $n = 330.5714$ ;  $n = 331$

For the library staff, 3 were selected out of 6 for the study. This includes the head librarian and two (2) senior assistant librarians. The justification for their selection in the study was that they had worked in the library for so many years. Therefore, the population for the study was 334.

### DATA COLLECTION

The list of undergraduate students was obtained by the researcher from the University's Admissions and Records Office, while permission was sought from the University Librarian. All the participants were informed about the purpose of the study. They were also assured of confidentiality before the administration of copies of the questionnaire as well as their interviews. The questionnaire and interview guide were used to solicit respondents' views for this study. The copy of the questionnaire was verified by an expert for comments and suggestions. This has helped the researchers make the necessary changes to the questionnaire before administration. Section A gathered information on respondents' bio-data; Section B examined students' awareness of security policies in the library; Section C dealt with factors influencing theft and mutilations of library materials; Section D focused on measures to curb theft and mutilation in the library. A total of 331 copies of the questionnaire were distributed to the students. However, 308 copies of the questionnaire were correctly filled out and used for the analysis, representing a response rate of 93.1%. All the three (3) library staff were used in the study because of the small number. The administration and collection of the copies of the questionnaire took four weeks, while interviews with each library staff member lasted for 30 to 45 minutes.

## ANALYSIS AND RESULTS

Based on the study's objectives, the collected data were screened thoroughly and analysed statistically. The IBM Statistical Package for Social Sciences (IBM-SPSS version 21.0) was used to analyse the quantitative data, whereas the qualitative data was thematically analysed. The responses were recorded through an audio tape recorder and later transcribed verbatim using Content analysis method with the aid of Nvivo version (11). Additionally, the Relative Importance Index (RII) was also used to rank respondents' preferences for various measures that the library could adopt to prevent theft and mutilation of library materials.

The demographic profile of student respondents revealed that out of 331 copies of the questionnaire administered, 308 were correctly completed and considered valid for analysis. The results were presented in frequency counts and percentages, mean scores and ranking tables.

**Table 1: Demographic Characteristics of respondents**

<b>Gender</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Male	163	52.9
Female	145	47.1
<b>Total</b>	<b>308</b>	<b>100</b>

<b>Age</b>	<b>Frequency</b>	<b>Percentage (%)</b>
21-23	95	30.8
24- 26	81	26.3
18-20	68	22.1
27-30 years and above	64	20.8
<b>Total</b>	<b>308</b>	<b>100</b>

<b>Dept/Sch/Faculty</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Faculty of Arts and Social Sciences	92	29.9
School of Education	84	27.3
Faculty of Science	73	23.7
School of Business	59	19.1

<b>Level of respondents</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Level 100	57	18.5
Level 200	66	21.4



Level 300	84	27.3
Level 400	101	32.8
<b>Total</b>	<b>308</b>	<b>100</b>

<b>Library staff/Gender</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Male	2	66.7
Female	1	33.3
<b>Total</b>	<b>3</b>	<b>100</b>

<b>Age</b>	<b>Frequency</b>	<b>Percentage (%)</b>
31-40	1	33.3
51- 60	2	66.7
<b>Total</b>	<b>3</b>	<b>100</b>

<b>Academic qualification</b>	<b>Frequency</b>	<b>Percentage (%)</b>
PhD	1	33.3
Postgraduate degrees	2	66.7
<b>Total</b>	<b>3</b>	<b>100</b>

<b>Rank/Status</b>	<b>Frequency</b>	<b>Percentage (%)</b>
University librarian	1	33.3
<b>Senior assistant librarians</b>	2	66.7
<b>Total</b>	<b>3</b>	<b>100</b>

<b>Working experience</b>		
21-25	1	33.3
16 - 20	2	66.7
<b>Total</b>	<b>3</b>	<b>100</b>

**Source:** Field Survey, 2022

Table 1 shows that 163 (52.9%) of the respondents were male, while their female counterparts were 145 (47.1%). The evidence of this suggests that a larger proportion of the respondents were males. The distribution of respondents by ages showed that 95 (30.8%) were

between the ages of 21-23, while 81 (26.3%) fell between 24 and 26 years, followed by 68 (22.1%) who were between the ages of 18 and 20 years, and 64 (20.8%) were in the age bracket of 27 to 30 years and above. The findings revealed that 92 of the respondents (29.9%) were students from the Faculty of Arts and Social Sciences, while 84 (27.3%) of the respondents were students from the School of Education, followed by 73 (23.7%) students from the Faculty of Science, and 59 (19.1%) were students from the School of Business. The distribution of respondents by levels discovered that 101 (32.8%) of the respondents were in level 400, whereas 84 (27.3%) were in level 300, followed by 66 (21.4%) and 57 (18.5%) in levels 200 and 100 respectively.

On the other hand, 2 (66.7%) of the library staff were males, while 1 (33.3%) was female. Again, 1 (33.3%) was in the age bracket of 31–40 years, whereas 2 (66.7%) fell between the ages of 51- 60 years. Table 1 shows again that 1 (33.3%) of the library staff holds a PhD in information resources management, while 2 (66.7%) of the respondents hold postgraduate degrees in information studies and information resources management. Furthermore, the study revealed 1 (33.3%) had worked between 21-25 years, while 2 (66.7%) of the staff members had also worked between 16- 20 years, respectively.

### Awareness of security policies in the library

Students are expected to be aware of security policies in the library. A library's smooth operation may be hindered if its users are unaware of the security policies that govern its activities. The study was to ascertain whether students were aware of the library's security policies or not.

**Table 2. Awareness of security policies in the library**

Level of awareness	1	2	3	4	Mean	SD
Patrons are to leave bags at the patron bags section	26 (8.4%)	83(26.9%)	72(23.4%)	127(41.2%)	1.9903	.99342
I am aware of security personnel at the main entrance	93 (30.2%)	148 (48.1%)	53 (17.2%)	14(4.5%)	1.9610	.81022
I am aware of library policies or rules	131(42.5%)	64 (20.8%)	39 (12.7%)	74(24%)	2.7792	.95329
Aware of subject the person to discipline and/or penalties	88(28.6%)	166 (53.8%)	31(10.1%)	23 (7.5%)	1.9643	.82826

I.D card is required for authorisation.	154 (50%)	73 (23.7%)	56(18.2%)	25 (8.1%)	1.8442	.99268
---	-----------	------------	-----------	-----------	--------	--------

**Source:** Field Survey, 2022

**Note:** FA(1)= Fully Aware; A=Aware (2) ; Not Aware(3) = NA; Fully Not Aware (4) =FNA

Table 2 show that the majority 131(42.5%) of student respondents admitted that they were fully aware of the security policies in the library with (Mean=2.7792), followed by 127(41.2%) who indicated that users were fully not aware that patrons are to leave bags at the patron bags section with (Mean =1.9903), whereas 166 (53.8%) showed that they were aware of subject the person to discipline and/or penalties with (Mean=1.9643). It can be concluded that most students are aware of the security policies in the library. Subsequently, the researcher asked about the level of awareness of security policies in the library. Analysis of the data gathered through interviews with the Head librarian indicated that *there are many theft and mutilation challenges confronting the university library.*

*The Head librarian said that: “ Yes the library has a security policy; students are aware of the rules and regulations of the Library. The rules and regulations are clearly stated in the Library’s brochure for all users, and they are explained comprehensively to users during orientations”. “In every orientations, my staff educate students on the sanctions and/or penalties that the person may subject to; yet users still violate these rules, it paints me a lot.”*

*“As the head librarian, I can confidently say that students are aware of all the rules and policies in this library. Some even don’t understand why the security man at the main entrance should check their bags when they are leaving the library.”*

The researchers asked if the current security system is effective?:

*“honestly, the current system is not bad at all, however, there is a room for improvement”. “The library organises seminars and orientations on security policies for students and users to create more awareness regarding the use of library materials.”*

The Assistant librarian in charge of circulation services was questioned to affirm whether the library has a security policy?

This was what he shared: *We have a detailed and written document on security policies for all users. It serves as guidelines for the use of the library, and students are given copies during library orientations. Students are aware of all these rules; they decided not to obey the library rules.*

The interviewee added that: *“the dos and don'ts of the library are pasted around in the library’s vantage areas. Students are supposed to leave their bags or belongings to the security personnel at the main entrance. “These policies are placed at open or strateic areas in the library”.*

The Assistant librarian was asked again whether rules and regulations in the library are effective? In her response, she indicated that *“the present system is not entirely adequate, therefore we have a lot do to ensure sanity in our operations. In fact, working with students is a difficult task. The library offers user education and orientations on security policies to educate students and users on the proper use of library materials. Please,people should understand that we don’t*

*have a perfect system in this world . Our users should be disciplined enough to do the right thing; otherwise, no orientation or training can transform them if they are not ready for change.”*

The Assistant librarian in charge of Reference Services indicated that:

*“Yes, I can boldly say without reservation that we have comprehensive library policy book for our users. We print some key portions to students during every library orientations. some of the students are too arrogant and indisciplined. They are all aware of the rules and regulations in this library, yet they abused these rules”.*

Researchers, do you have some parts of the policy pasted in the library?

These were the words poured by the Assistant librarian:

*“Yes, you can go around and check; it will shock you. Every wall, including shelves, is flooded with library policies”.*

*“For instance, patrons personal items should be presented to the attendant or the security officer at the security section for inspection whenever they come in or want to leave the library. Students should ensure that their activities do not endanger the longevity of library materials. Library materials should not be torn, mutilated, written in, underlined, highlighted, or defaced in any way. Sir, I have given you some parts of our policy, I think these alone are enough to convince you.”*

The researchers wanted to find out whether the current security policies are effective enough in the library.

*“In my view, I will say yes, nonetheless, we can do better to enhance the current security system. We will still intensify our user education to protect the library collections.”*

### **Factors influencing theft and mutilations of library materials**

Respondents were asked to indicate the factors influencing theft and mutilation of library materials. Table 3 provides the respondents with options to show their level of agreement or disagreement with these statements.

<b>Factors</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>Mean</b>	<b>SD</b>
Limited copies of demanded books in the Library	47 (15.3%)	51(16.5%)	86(27.9%)	124 (40.3%)	2.9318	1.08524
Inadequate staff	142 (46.1%)	94 (30.5%)	53 (17.2%)	19(6.2 %)	1.8344	.92479
Lack of security personnel at the main entrance	93(30.2 %)	38 (12.3 %)	109(35.4 %)	68(22.1 %)	2.4935	1.14001
Lack of orientation and user education	98 (31.8 %)	116 (37.7 %)	55(17.8 %)	39 (12.7%)	2.1136	.99677

Weak security system in the library	65 (21.1%)	124 (40.3%)	58 (18.8%)	61(19.8%)	2.5877	1.03148
Absence of CCTV	125(40.5%)	52 (16.9 %)	71 (23.1%)	60 (19.5%)	2.8474	1.15540
Selfish interest of the offenders	70 (22.7 %)	86 (27.9%)	75 (24.4 %)	77 (25%)	2.5519	1.09807
Lack of photocopy machine	103 (33.4%)	72 (23.4 %)	69 (22.4 %)	64 (20.8%)	2.3052	1.14048

**Table 3 : Factors influencing theft and mutilations of library materials**

**Source:** Field Survey, 2022

**Note:** SA = Strongly Agree; A= Agree; N= Neutral; SD= Strongly Disagree = SD; Disagree =D

Analysis of data on factors influencing theft and mutilation of library materials indicated that the majority 124 (40.3%) of the students strongly disagreed that limited copies of demanded books in the library with (Mean = 2.9318) influence theft and mutilation, followed by 125 (40.5%) who strongly agreed that the absence of CCTV with (Mean =2.8474) influence theft and mutilation of library materials, while 124 (40.3%) agreed that the weak security system in the library influence unpalatable behaviours with (Mean= 2.5877), followed by selfish interest of offenders 86 (27.9%) with (Mean=2.5519).

The researcher sought the views of the Head Librarian and staff on the factors that led to the theft and mutilation of materials in the library. The Head Librarian admitted that:

*“The Head librarian indicated that we have selfish readers; they may explain better what motivates them to steal or deface library materials. We always encourage them to make copies of the materials if they wish to do so. In fact, the security system in the library is not all that bad as perceived by some groups of people in the University community. In my opinion, I think the unacceptable behaviours of some users are influenced by the absence of electronic security gadgets, inadequate library staff, and a lack of constant security personnel at the main entrance of the library. More so, the selfish interests of the offenders, and a lack of policy on punishment against the wrongdoers were some of the causes of unusual behaviours in the library”.*

The Librarian was asked to indicate if they have adequate materials as well as photocopier or reprographic services. In his response, he stated, *“Hmmm, the answer is yes or no. For some disciples, we have a lot of materials, and we allow them to borrow them except the reference materials. However, in certain areas, we don’t have enough materials, which is why I said yes or no. I must admit that may be high demand for certain materials could be a factor, but, it does not permit them to steal or remove pages of certain materials. We must be honest; it is bad to steal library materials.*

*“On the other hand, we have a photocopier, and we provide reprographic services; we allow students to make copies, and the charges are very low.”*

The Assistant Librarian in charge of Circulation services attributed theft and mutilation cases to the following: *“In my view, I suspect that the expensive nature of some materials or the difficulty of getting the books and buying them from book vendors may be one of the main factors. Again, I think insufficient staff supervision is also a factor.” Similarly, a lack of adequate security personnel, the absence of CCTVs, and a lack of punitive punishment for those who engages in these acts. We must acknowledge that the limited copies of certain materials could potentially influence the situation. Sometimes students face financial constraints and cannot afford textbooks, leading them to steal or damage library materials or cutting some pages of books to satisfy their self interest”.*

The Assistant librarian in charge of Reference Services stated that *“Insufficient staff supervision is a factor that should not be overlooked. A lack of electronic surveillance gadgets such as CCTVs to monitor activities of students can influence stealing of library materials. Moreso, inadequate security personnel in the library may influence the actions of those who planned to engage in these unpleasant activities. In my opinion, these motivate unusual behaviour in the library. The act of selfishness is exhibited by some library patrons who covertly hide books, with the intention that others may not be able to find the materials during their next visit. This phenomenon of books being concealed on the shelves is a frequent observation during routine shelving duties.*

The researcher asked: Are the library materials enough to cater for students’s needs, as well as access to photocopiers or reprographic services in the library?

*“We have a lot of materials in the library, and students are allowed to borrow them for two weeks, and after the expiration, they also have the privilege to renew their borrowed books. All these opportunities are there, so I don’t see why they should steal books and remove some relevant pages. It is very bad; those involved must refrain from that behaviour”.*

*“Yes, they have access to photopier services, and the charges are very low. It is one of the Ghana Tertiary Education Commission (GTEC) requirements. I assume that may be our library policies are too flexible or lenient that might makes it easier for our to go missing. However, if that is the case, we can review the policies since it is our duty to protect every material in the library library.”*

### **Measures to Curb Theft and Mutilation in the Library**

This part of the study used the Relative Importance Index (RII) to determine the relative importance of measures to curb theft and mutilation of library materials. The points of Likert scale used is equal to the value of W, weighting assigned to each factor by the respondents.

The RII ranking technique was then applied to indicate the most significant measures to curb theft and mutilation of library resources. Abinaya et al. (2021) describe the RII as an effective approach for rating variables using a structured questionnaire on a Likert scale.

Thus, the degree of contribution was categorised on a five-point Likert scale as follows: where 1= Very low, 2 = Low, 3= Moderate, 4 = High, and 5= Very high.

The Relative Importance Index (RII) was calculated based on the following equation:

$$\text{RII} = \text{Sum of weights (W1 + W2 + W3 + W4+ W5)} / \text{A x N}$$

$$\text{Relative Importance Index: } \frac{\sum W}{AN} = \frac{W1 + W2 + W3 + W4 + W5}{5N}$$

Where:

W: on a scale of 1 to 5, the weighting that was given by each respondent. The lowest number is 1, while the highest number is 5.

A: the weight with the highest value (in this instance, 5)

N: the total number of respondents

### Measures to Curb Theft and Mutilation in the Library

The respondents were asked to indicate some measures that could help prevent theft and mutilation of library materials. Table 4 explains the ranking position of the per the respondents preference.

**Table 4: Measures to Curb Theft and Mutilation in the Library**

Measures to Curb Theft and Mutilation in the Library	1	2	3	4	5	RII	Rank
Installation of CCTV camera	48	37	75	81	67	0.662	1st
Security at the main entrance	56	44	51	72	85	0.656	2nd
Physical body checks in and out	60	51	68	59	70	0.618	3rd
Use of alarm system	49	71	65	63	60	0.609	4th
Library staff surveillance	53	68	62	65	60	0.607	5th
I.D. Cards and Access Authorisation	68	45	70	62	63	0.605	6th
Vigilance of library staff	71	62	67	50	58	0.575	7th

**Source: Field Survey, 2022**

Table 4 revealed that the top measures to curb theft and mutilation in the Library include the installation of CCTV cameras, which ranked 1<sup>st</sup> with RII = 0.662, followed by the presence of security at the main entrance, which ranked 2<sup>nd</sup> with RII = 0.656. These were then followed by the need for physical body checks in and out, which ranked 3<sup>rd</sup> with RII = 0.618.

Others include the use of alarm systems, ranking 4<sup>th</sup> with RII = 0.609; library staff surveillance ranking 5<sup>th</sup> with RII = 0.605, and the use of I.D cards and access authorisation ranking 6<sup>th</sup> RII = 0.605. The interviewer inquired about the library's security measures against mutilation and theft in the Library.

The Head Librarian mentioned that: “ as part of the measures, the library staff are too vigilant than before, and are moving around every corner in the library, especially during peak hours, while users who are exiting the library are thoroughly searched before allowing them to leave the library hall”. The Librarian stressed further that: “a staff was suspended for his negligence on duty for one month. I might say that the gravity of the suspension depends on the

*magnitude and circumstances that led to the incident. He added that “the library management has also requested permanent security personnel and the installation of closed-circuit televisions (CCTVs). Implementing more advanced security systems, like RFID tags and surveillance cameras, along with educating students about the value of library materials, could help reduce the menace. We have also decided to start carrying out regular inventory checks. We started scanning books in high demand into digital form as a measure to reduce the problem”. The Assistant librarian in charge of Circulation Services indicated: “Staff make sure that users are thoroughly checked when leaving the library. Per library policy, the staff don’t allow users to send their bags inside the reading hall. Staff of the library also make sure that those coming to the library leave their bags at the bags’ section; their bags are tagged for protection. There should be an electronic alarm to identify those who carry library materials when exiting. Promoting a culture of respect for shared resources through awareness campaigns might make a difference. Regular training for staff as well as teamwork or collaboration with colleagues in other units of the library could help reduce the phenomenon”.*

The Assistant librarian in charge of Reference Services indicated that:

*“More visible security personnel and better monitoring systems might deter potential thieves. Staff and security on duty at the main entrance of the library should check on users leaving the library. As matter of urgent, the library should install CCTVs to deter users who intend to engage in questionable behaviour. The library has subscribed to more electronic books to increase access to the online collections. One of the key measures is to make more copies of high-demand books available for all users to access. In my view, another strategy is to report those caught stealing, cutting, or tearing parts of a book to the university disciplinary committee to deter others.”.*

## **DISCUSSION**

### **Students' Awareness of Security Policies in the Library**

The findings of the study established that the library was witnessing various types of theft and mutilation of materials, even though the majority of the respondents were aware of the security policies in the library. This finding is in sharp contrast with the Azerikatoa et al. (2014) survey, which found out that some polytechnic libraries in Ghana lacked a written library security policy to guide their operations. However, this corroborates Wilson et al. (2015) finding that libraries offer security awareness training to library staff and users. Security policy influences staff in university libraries to promote awareness and execute their duties effectively and efficiently; this confirms the results of Liu et al. (2021).

Weeb et al. (2014) and Almindeel and Martins (2020) emphasised that a well-designed and properly implemented information security awareness programme, through trainings, can help mitigate the negative repercussions of information breaches. hence, library staff must be given the right training regarding awareness of security challenges. The library staff would not be effective and efficient in the discharge of their duties if they were not aware of security policies in the library.



## **Factors Influencing Theft and Mutilation of Library Materials**

Analysis of data on factors influencing theft and mutilation of library materials indicated that the majority of the students strongly disagreed that limited copies of demanded books in the library influence theft and mutilation. However, both the students and the library staff admitted that the absence of CCTV, weak security system and selfish interest of some users were the factors influencing theft and mutilation in the library. The results are not in line with Abubakar and Aduku (2016); Yamson and Cobblah (2016); Fasae and Adedokun (2016), whose studies showed a lack of stiff punishment against perpetrators, a lack of security manuals, inadequate signage, inadequate loans and renewal periods among others. Nonetheless, the findings corroborate Chinwendu (2019); Olajide (2017); Eruvwe et al. (2015); and Oyesiku et al. (2012), whose studies attributed theft and mutilation to a porous security framework or a lack of proper security, the selfish interests of some patrons, among others were the factors influencing theft and mutilation of library materials, and the high cost of the materials. These empirical results indicate that there are security issues in academic libraries of any type and location, even at the global, continental, and local levels, confirming that varying factors influence users to carry out their carefully planned activities in libraries.

## **Measures to Curb Theft and Mutilation in the library**

The study sought to find out the necessary precautionary measures that could curb theft and mutilation in the library. Interestingly, the data from the student respondents and all interview responses from the library staff recommended the installation of CCTV cameras, which ranked first with a value of RII = 0.660. The findings confirm the earlier disclosure by Nath and Deka (2020); Higgins (2015); Nancy (2016); Khurshid (2015); and Azerikatoa et al. (2014) that libraries should adopt CCTV, (RFISs) to monitor the activities in academic libraries. It comes as no shock that technology is now employed in university libraries to effectively address the varying needs of users. Again, the appointment of security guards can help reduce unacceptable activities in libraries. Protecting library collections against delinquent acts is essential to library operations and survival. It will be difficult to provide efficient and effective services while at the same time being on guard to ensure that selfish users do not steal or mutilate materials through unprincipled acts. Adequate security measures can be implemented to curb delinquent behaviours, but the total absence of sufficient measures will pave the way for the recurrence of unacceptable actions.

## **CONCLUSION**

The study concentrated on the evaluation of theft and mutilation of academic library materials. Libraries all over the world have witnessed antisocial activities in their operations before. The most common among them are theft, mutilation, unauthorised highlighting of books, tearing or removal of book pages and defacement of materials. The results of the study revealed that library materials are confronted with theft and mutilation; hence, it is a wake-up call for more awareness creation on library policies to protect library materials. The study also revealed the causes of theft and mutilation, such as a weak security system, inadequate library staff, the selfish interests of the lawbreakers, a lack of security personnel, and the absence of CCTV cameras, among others. Based on the results, some strategies are suggested to Management to curtail users' unpalatable activities in the Library. These include the adoption of a strong security system, adequate library staff, the

recruitment of permanent security personnel in the Library and the installation of CCTV cameras. The present study used only one library; therefore, future studies can use more than one academic library to examine the causes of theft and mutilation of academic library materials. Future studies can expand their scope to find out factors motivating theft and mutilation of library resources. The study concluded that the problem of security policy and factors that influence theft and mutilation should be considered a collective responsibility for all and sundry.

## RECOMMENDATIONS

Based on the findings of the study, the following recommendations are made to Library Management:

The study recommended that the Library should intensify its efforts regarding awareness creation and security policies in the Library. There should be periodic education on security policies for staff and patrons. Management of the library should ensure that the library's rules and regulations, policies, programmes, and security measures are adhered to by all library users. Security policies should be written boldly and pasted in conspicuous places in the library. The library should increase the number of books in-demand or expensive books. Even though there is a photocopier machine in the library, additional machines can be acquired to reduce the waiting time for photocopying/ printing for users. The library should use electronic security devices such as CCTV to beef up its security system. There should be physical body checks on all users exiting the library premises. The offenders who commit any form of crime ought to receive severe punishments if caught to discourage other perpetrators from committing similar offence. There should be permanent security personnel at the main entrance to the library. The study recommended that there should be staff surveillance at all times during the library's operations.

## References

- Abinaya, I.G.K, Rajkumar, D. (2021). Analysis of ergonomic risk factors in construction industry. *Materials Today: Proceedings*,37, 2415–2418. <https://doi.org/10.1016/j.matpr.2020.08.269>.
- Abubakar, B. A., Abdullahi, S., Dewa, A. & Barkindo, A. (2020). Security challenges and control measure in four academic libraries in North East Nigeria University Libraries. *Journal of Science Technology and Education*, 8(1), 100-108.
- Abubakar, F. & Aduku, B. S. (2016). Approaches to the security of information resources in academic libraries in Niger State, Nigeria. *Samaru Journal of Information Studies*, 16 (1), 12-24. <https://www.ajol.info/index.php/sjis/article/view/174811>.
- Adekunle, F.A., Adekunjo, O.A., & Unuabor, S.O. (2018). Theft and Vandalism: Effect and Control Mechanism on Information Resources in Academic Libraries in Osun State, Nigeria. *IOSR Journal of Humanities and Social Science (IOSR-JHSS)*, 23 (7), Version. 9. 71-78. [www.iosrjournals.org](http://www.iosrjournals.org)
- Adeyemi, I. O., & Omopupa, K.T. (2020). Moving from OPAC to discovery systems: Nigerian Librarians' knowledge and readiness. *Cataloging & Classification Quarterly*, 58 (2), 149-168. doi: 10.1080/01639374.2020.1715520.
- Agboola, B., & Aduku, B. S. (2019). Managing security issues in Federal University Gashua Library Yobe State, North East of Nigeria. *Being a paper presented at the 1st International Conference on personal security and community policing held between 3 -5 May 2017 at Alqalam University Katsina, Katsina State, Nigeria.* 40-41.

- Akussah, H. (2006). The state of document deterioration in the National Archives of Ghana. *African Journal of Library, Archives and Information Science*, 16(1), 1-8. <https://www.ajol.info/index.php/ajlais/cart/view/26122/21430>
- Ali, M.Y. (2016). Library book theft and audits in university libraries of Pakistan. *Journal of Library Administration*, 57(1), 87-98. <https://doi.org/10.1080/01930826.2016.1251252>
- Almindeed, R., & Martins, J. T. (2020). Information security awareness in a developing country context: insights from the government sector in Saudi Arabia. *Information Technology and People*, 34 (2), 770-788. <https://doi.org/10.1108/ITP-06-2019-0269>
- American Library Association. (2016). *Loss rate*. <http://www.ala.org/tools/loss-rate>
- Azerikatoa, D. A. Christopher, S. B., & Sadat, B. (2014). How Secure Are Library Collections? An Evaluation of Polytechnic Libraries in Ghana. *Information and Knowledge Management*, 4(3), 56-66. file://C:/Users/Hp/Downloads/Paper3% 20(1).pdf
- Bansode, S.Y., & Desale, S. K. (2009). Implementation of RFID technology in the University of Pune Library. *Electronic library and information systems*. 43(2), 202-214. doi:10.1108/00330330910954406.
- Basaka, A. A., Abdullahi, S., Dewa, A., & Barkindo, A. (2020). Security Challenges and Control Measure in Four Academic Libraries in North East Nigeria University Libraries. *Journal of Science Technology and Education*, 8(1), 100-108. [www.atbuftejoste.com](http://www.atbuftejoste.com).
- Benedict, A., Onyeke, O. E., & Niyi, A. M. (2020). Strategies and Policies for Disaster Management in Academic Libraries: A Case Study of Kaduna State College of Education Library, Gidan-Waya. *Library Philosophy and Practice* (e-journal). 4595. <https://digitalcommons.unl.edu/libphilprac/4595>, 3, 14-2020.
- Carrell, S. (2019). Man jailed for stealing 7,000 books from Scottish universities. *The Guardian News*. <https://www.theguardian.com/>
- Chinwendu, N. A. (2019). Effect of theft and mutilation on the use of library collection in an academic library in Lagos State. *Library Philosophy and Practice* (e-journal).
- Elizabeth, E.E., & Ogunjimi, E.O.(2019). Overview of Security Measures in Nigerian University Libraries. *Journal of Advances in Library and Information Science*, 8 (1). 13-20. <https://jalis.in/pdf/8-1/Ekong.pdf>
- Eruvwe, U., Akpojotor, O. L. & Okonoko, V. N. (2015). The defiant attitude among library users in Federal University of Petroleum Resources Library Effurun (FUPRE) Nigeria. *Information and Knowledge Management*, 5 (3), 131-141. <https://www.iiste.org/Journals/index.php/IKM/article/view/20593/21013>.
- Fasae, J.K., & Adedokun, F.O. (2016). Abuse of Information Materials in Academic Libraries by Students of Tertiary Institutions in Ekiti-State, Nigeria. *Library Philosophy and Practice* (ejournal). <http://digitalcommons.unl.edu/libphilprac/1426>
- Guimaraes, J. (2021). *Information Security Awareness: Learning for Effectiveness* (Doctoral dissertation, St. Thomas University. <https://www.proquest.com/openview/d2a8de705479ad3be176483b13881c00/1?pq-origsite=gscholar&cbl=18750&diss=y>
- Gupta, P., & Madhusudhan, M. (2021). RFID Technology as a Potential Electronic Security System: An Assessment from Twenty-four Academic Libraries of India. *Journal of Knowledge & Communication Management*, 11(2), 87-115. <http://dx.doi.org/10.5958/2277-7946.2021.00007.3>
- Halubanza, B., Kunda, D., & Musonda, Y. (2021). *An assessment of Information Security Awareness among Employees in Higher Education Sector in Zambia: A Case of Zambia's public Universities*. 1-14. <https://space.mu.ac.zm/xmlui/handle/123456789/186>.

- Harris, M. A., & Martin, R. (2019). Promoting cybersecurity compliance. *Cybersecurity education for awareness and compliance*, (54 -71). <https://doi.org/10.4018/978-1-5225-7847-5.ch004>
- Hendal, B.A. (2019). Kuwait University faculty usage and perspectives of reference management software, *Open Access Library Journal*, 6, 1-11. doi:10.4236/oalib.1105685.
- Higgins. (2015). Theft and Vandalism of books, Manuscripts, and Related Materials in Public and Academic Libraries, Archives and Special Collections. *Library Philosophy and Practice* (e-Journal).
- Humaidi, N., & Balakrishnan, V. (2015). Leadership styles and information security compliance behavior: The mediator effect of information security awareness. *International Journal of Information and Education Technology*, 5(4), 311. doi: 10.7763/IJET.2015.V5.522.
- Jagadish, M. V., & Sarasvathy, P. (2016). What Librarian's Think of Theft, Mutilation and Misplacement of Library Resources? A Study of Karnataka University Libraries. *International Research: Journal of Library and Information Science*, 6(4),711-724.
- Khurshid, A. (2015). *Adoption of electronic surveillance and security systems installed. In Hec recognised university libraries of Punjab and Federal Area* Thesis. doi:10.13140/RG.2.2.35433.70245.
- Liu, C., Liang, H., Wang, N., & Xue, Y. (2022). Ensuring employees' information security policy compliance by carrot and stick: the moderating roles of organizational commitment and gender. *Information Technology and People*, 35 (2), 802-834. <https://doi.org/10.1108/ITP-09-2019-0452>.
- Matoskova, J. (2016). Measuring Knowledge. *Journal of Competitiveness*, 8 (4), 5-29. <https://doi.org/10.7441/joc.2016.04.01>.
- Mugenda, O.M. & Mugenda, A.G. (2003). *Research Methods: Quantitative and Qualitative Approaches*:Nairobi.
- Nancy, H. K. (2016). Adoption of the surveillance system for managing theft and vandalism: A survey, *library, Technology Report*, 12 (6), 576.
- Nath, R., & Deka, D. (2020). The practice of Security Systems in University Libraries of Assam. *Library Philosophy and Practice (e-journal)*. 4807. <https://digitalcommons.unl.edu/libphilprac/4807>.
- Nweke, A. C. (2019). Effect of Theft and Mutilation on The Use of Library Collection in an Academic Library in Lagos State. *Library Philosophy and Practice*, 0\_1-15.
- Ofori, K. S., Anyigba, H., Ampong, G. O. A., Omoregie, O. K., Nyamadi, M., &Fianu, E. (2022). Factors influencing information security policy compliance behaviour. In book: *Research Anthology on Business Aspects of Cybersecurity*, 213-232. <http://dx.doi.org/10.4018/978-1-6684-3698-1.ch010>.
- Ohayagha, S. C. (2014). The use of technology in curbing library loses in research and innovation for sustainable future. *Journal of Qualitative Education*, 10 (1), 1-6.
- Olajide, O. (2017). Theft and Mutilation Challenges and Management in Academic Libraries: A Case Study of Federal University Oye-Ekiti, Nigeria. *Journal of Applied Information Science and Technology*,10 (1). <https://www.jaistonline.org/10vol11/JAIST%20PAPER%2010%20Theft%20and%20Mutilation%20Challenges%20recent.pdf>.
- Omoike, A., & Alabi, R. (2020). Theft, Mutilation and Abuse of Library and Information Materials by Undergraduates of the University of Ibadan, Nigeria. *Information Impact: Journal of*

- Information and Knowledge Management*, 11(2), 1-12.  
doi:dx.doi.org/10.4314/ijikm.v11i2.1.
- Oyesiku, F. A., Buraimo, O., & Olusanya, O.F. (2012). Disruptive Readers in Academic Libraries: A Study of Olabisi Onabanjo University Library Onabanj. *Library Philosophy and Practice* (e-journal). [https://digitalcommons.unl.edu/cgi/view\\_content.cgi?article=1840&context=libphilpra](https://digitalcommons.unl.edu/cgi/view_content.cgi?article=1840&context=libphilpra).
- Polit, D.F. & Beck, C.T. (2010). Generalisation in quantitative and qualitative research: myths and strategies. *International Journal of Nursing Studies*, 47 (11), 1451-1458. <https://doi.org/10.1016/j.ijnurstu.2010.06.004>
- Poth, C., & Munce, S. E. P. (2020). Commentary-preparing today's researchers for a yet unknown tomorrow: Promising practices for a synergistic and sustainable mentoring approach to mixed methods research learning. *International Journal of Multiple Research Approaches*, 12 (1), 56-64. doi: 10.29034/ijmra.v12n1commentary.
- Salman, A. A., Mugwisi, T., & Mostert, B. J. (2017). Access to and use of public library services in Nigeria. *South African Journal of Libraries and Information Science*, 83 (1). <https://doi.org/10.7553/83-1-1639>.
- Shuttleworth, M. (2008). *Case study research design: Experiment resources*. <http://www.experiment-resources.com/case-study-research-design.html>
- Simukali, M.C. (2019). Multi factor authentication access control for student and staff based on RFID, BARCODE and GIS. <http://dspace.unza.zm/handle/123456789/6623>.  
<http://dspace.unza.zm/handle/123456789/6623>.
- Song, H. H. (2020). Testing and evaluation system for cloud computing information security products. *Procedia Computer Science*, 166, 84-87. <https://doi.org/10.1016/j.procs.2020.02.023>.
- Weeb, J., Ahmad, A., Maynard, S. B., & Shanks, G. (2014). A situation awareness model for information security risk management. *Computers & Security*, 44, 1-15. <http://dx.doi.org/10.1016/j.cose.2014.04.005>.
- Wilson, D., Frazier, C., & Harter, D. (2015). Circulation policies in major academic libraries. *The Journal of Academic Librarianship*, 41, 798–803. doi: 10.1016/j.acalib.2015. 08.019.
- Yamson, G. C. & Cobblah, M. (2016). Assessments of collection security management in academic libraries: A case study of Central University library. *European Scientific Journal*, (3), 392-405. [https://scholar.google.com/citations?view\\_op=view\\_citation&hl=en&user=qRsqpAoAAAAJ&citation\\_for\\_view=qRsqpAoAAAAJ:5nxA0vEk-isC](https://scholar.google.com/citations?view_op=view_citation&hl=en&user=qRsqpAoAAAAJ&citation_for_view=qRsqpAoAAAAJ:5nxA0vEk-isC).
- Yerby, J., & Floyd, K. (2018). Faculty and staff information security awareness and behaviors. *Journal of the Colloquium for Information Systems Security Education*,6(1)23-23.

---

### About the authors

Samuel Ameyaw is an assistant librarian at the Valley View University.

Charles Nana Eleduh Amoah is the University Librarian at the Department of Information and Library Services of Valley View University, Oyibi Campus.

Afua Frempong-Kore is the University Librarian of the Ghana Communication Technology University.

## Appendices

### Appendix 1

#### QUESTIONNAIRE FOR STUDENTS

Dear Respondents,

Kindly spare me part of your time and answer this questionnaire. The purpose of this study is to **“Evaluate Theft and Mutilation of Academic Library Materials in Academic Libraries: Experience from the Walton Whaley Library.** Please be assured that your responses to the questions will be kept confidential and will be used solely for the purpose of this research. You have the option to discontinue as a participant as and when you deem necessary.

Thank you.

Yours sincerely,

Researchers

#### Section A. STUDENTS DEMOGRAPHIC DATA

**Please, answer by ticking in the appropriate box [ ✓ ]**

**Age:** i. 18-20 [    ]; ii. 21-23 [    ]; iii. 24-26 [    ]; iv. 27-30 and above [    ]

**1. Gender:** i. Male [    ]; ii. Female [    ]

**3. Levels:** i. 100 [    ]; ii 200 [    ] iii; 300 [    ]; 400 [    ]

#### 4. Faculties/Schools and Departments

i. Faculty of Arts and Social Sciences [    ]; ii. Faculty of Science [    ]

iii. Science School of Business [    ] iv. School of Education [    ]

#### 5. Section B: Students' awareness of security policies in the library

**Awareness of security policies in the library**

Level of awareness	FA	A	NA	FNA	Mean	SD
Patrons are to leave bags at the patron bags section						
I am aware of security personnel at the main entrance						
I.D card is required for authorisation.						
I am aware of library policies or rules						
Theft, mutilation or defacing of library materials						

**Source:** Field Survey, 2022

**Note:** FA= Fully Aware; Aware =A; Not Aware = NA; Fully Not Aware =FNA

**6. Section C: Factors influencing library materials theft and mutilations**

Please, kindly answer by ticking all that apply in the appropriate box [ ✓ ]

**Factors influencing theft and mutilations of library materials**

Factors	SA	A	D	SD	Mean	SD
Weak security system in the library						
Absence of CCTV						
Inadequate staff						
Selfish interest of the culprits						
Lack of security personnel at the main entrance						
Limited copies of demanded books in the Library						
Lack of orientation and user education						
Lack of photocopy machine						

**Source:** Field Survey, 2022

**Note:** SA = Strongly Agree; A = Agree; Strongly Disagree; D = Disagree

**7. Section D: What are some of the measures to prevent theft in the library materials?**

Please, answer by ticking all that apply in the appropriate box [ ✓ ]

- i. Physical body checks- in and out [ ]
- ii. Library staff surveillance [ ]
- iii. Vigilance of library staff [ ]
- iv. Use of alarm system [ ]
- v. Installation of Use of CCTV [ ]
- vii. Security at the main entrance [ ]
- viii. ID Cards and Access Authorization [ ]

## Appendix 2

### INTERVIEW GUIDE FOR LIBRARY STAFF

#### Demographic information of the participants

**Section A:** Gender: 1. Male [ ]; 2. Female [ ]

**Age:** i. 25–30 [ ]; ii. 31–40 [ ]; ii. 41–50 [ ]; iii. 51–60 years [ ].

**Academic qualification:** i. Diploma [ ]; ii. Bachelor's degree [ ]; ii. Postgraduate degree [ ]; iii. Ph.D. [ ]; iv. Others [ ]

**Rank/Status:** i. Chief librarian [ ]; ii. Deputy Chief Librarian [ ]; iii. Junior Assistant Librarian [ ]; iv. Senior Assistant Librarian [ ]; v. Para professional [ ]; vii. Others [ ]

**Working experience:** i. 1-5 [ ]; ii. 6-10 [ ]; iii. 7-15 [ ]

iv. 16 - 20 [ ] v. 21-25 [ ]; vi. 26-30 [ ]; vii. 35 and above [ ]

#### 1. Interview guide on staff awareness of security policies in the library

- ✓ Does your library have a specific security policies?



- ✓ Are students are aware of these security policies in the library?
- ✓ Are the polices placed at open or vantage areas in the library?
- ✓ Do you think the current security policies are effective in the library?
- ✓ Does the library organise seminars and orientations on security policies?
- ✓ If yes, do users aware of seminars and orientations organised by the library?

**2. What do you think are the main factors contributing to the theft and mutilations of library materials?**

- ✓ What are the factors that you believe influence theft and mutilation of library materials?
- ✓ Does the library have CCTVs to scare those who want to engage in thievery?
- ✓ Do you think that the library has adequate staff?
- ✓ Does the library have security personnel?
- ✓ Are library materials enough to cater for student's needs?
- ✓ Do you have photocopier or reprographic services

**4. Measures to Curb Theft and Mutilation in the Library**

- ✓ What preventive measures do the library currently have in place to reduce theft and mutilation?
- ✓ How effective do you think these measures are?
- ✓ What role do you think library staff play in preventing or addressing these issues?
- ✓ Are the any new measures or technologies the library is considering to combat these issues?
- ✓ If yes, what are some of these measures?

**Thank you very much**

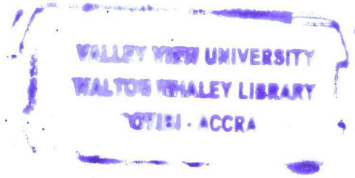
### Appendix 3

# Valley View University

---

## Walton Whaley Library

## Policies and Guidelines



#### Primary Goals Of The Valley View University Library

The primary goal of the Walton Whaley Library is to provide information and resource materials to the students, faculty and staff of Valley View University as they develop in mind, body and spirit for service to Christ and the world. Library patrons are also expected to respect the rights of other patrons to use library resources and facilities in a quiet, clean, and peaceful atmosphere.

### GENERAL POLICIES

#### Access To Area Libraries

The Valley View University has one main library and a number of branch libraries as well as one resource center. The main library, Walton Whaley Library is located on the main campus and contains over eighty percent (80%) of copies of the collection available in any of the other (branch) libraries. The branch libraries include the following:

- ☞ Harold Lee Nursing Library. This library is located on the second floor (last floor) of the Columbia Hall and is stocked with books, audio-visuals, journals, etc. The library materials deal with Nursing and Bio-medical technology.
- ☞ Accra City Campus Library. It is located on the third floor (last floor) of the Institute of Human Resource building at Nyaniba Estates opposite Labone in Accra. This library is currently stocked with general business and computer books. As well, textbooks that will cater for post graduate business courses are made available.



- ☞ Accra City Campus Library. It is located on the third floor (last floor) of the Institute of Human Resource building at Nyaniba Estates opposite Labone in Accra. This library is currently stocked with general business and computer books. As well, textbooks that will cater for post graduate business courses are made available.
- ☞ Kumasi City Campus Library. It is located near the Central Ghana Conference of SDAs at Kwadaso in Kumasi. It deals with the information needs of Valley View University academic community in Kumasi and its environs. This library is currently stocked with general business, religion and computer books.
- ☞ Techiman Campus Library. This library is located on the Techiman Extension Campus of the Valley View University and caters for the agribusiness, business, religion, theology and computer programmes.
- ☞ The Education Resource Center. This resource center deals with the needs of the education students and is located on the main campus.

#### Library Use

The library employs open shelving. Users are requested **not to re-shelve items**, but to place them on the library tables. The library is designed primarily as a quiet place for Valley View University students to study. The librarian reserves the right to ask users to leave if they disrupt the quiet atmosphere. Public access computers in the library are subject to the Valley View University Library Computer Use Policies (this is clearly spelt out in the Library Policies in the Academic Bulletin). They are to be used for research purposes only.

#### Food And Drinks in The Library

Absolutely no food or drink is allowed in the public areas of the library. Food and drink are incompatible with the library's mission of preserving needed teaching and research materials. Spills and food stains cause rapid deterioration of paper materials, resulting in their loss and significant additional costs to the library for their replacement. An even more serious problem is that food and drink attract insects and other creatures that infest the books, periodicals and electronic gadgets causing often irreparable damage.

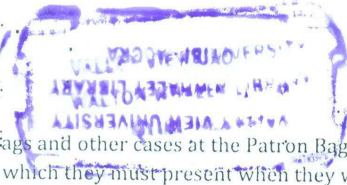
We need the assistance of all patrons and staff to help keep the library and library materials in top condition.

#### Children And Youth in Walton Whaley Library

Members of families of the staff, faculty and students of the Valley View University are welcome to use some facilities of the Walton Whaley Library. Their parents should help library staff to identify these family members.

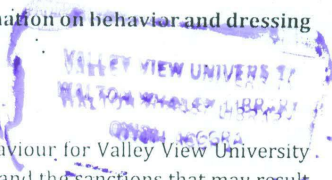
#### Please Take Note of the Following

- ☞ Conversation is not allowed in the library hall

- 
- ☞ Patrons are to leave bags and other cases at the Patron Bags Section. The attendant will take it and give them a tag which they must present when they want their bag back.
  - ☞ Patrons personal items should be presented to the attendant at the security section for inspection whenever they come in or want to leave the library
  - ☞ Drinks and food are not permitted in the library since they would invite vermin whose activities would endanger the longevity of library materials.
  - ☞ Library materials do not belong to one individual – they must therefore not be torn, mutilated, written in; underlined, highlighted or defaced in any way.
  - ☞ Users are requested **not to re-shelve items**(even if they think they know where they took it from), but to place them on the library tables after using them.
  - ☞ Patrons are required to read the newspapers in the Newspaper Section
  - ☞ Hats and caps are not allowed in the library no matter the occasion or persuasion of the individual. Ladies are permitted to use a small cap to cover their air if they need to.

Patrons should refer to the Student Handbook for more information on behavior and dressing appropriate for the University Library.

### SANCTIONS



This Policy should be read in conjunction with the Policy on behaviour for Valley View University Libraries. Patrons should ensure that they are familiar with these and the sanctions that may result if the regulations are not followed. The purpose of fines and other sanctions is to help us to ensure that all users get the best possible benefit from the Library service. They certainly are not intended to be punitive.

Theft, mutilation or defacing of library materials or equipment (including folded pages, written marks with pencil, pen, highlighters, etc.) will subject the person to discipline and/or penalties to be imposed by the librarian or the disciplinary committee.

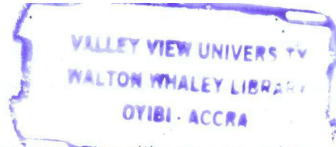
Borrowers are responsible for ensuring that all items loaned to them are returned on time. Overnight loans should be returned before 10.00am. Two-week loans must be returned on or before the date stamped in the "Date Due" slip. Due date for returning a library book is stamped on the "Date Due" slip in the back of the book. Overdue notices are a matter of courtesy but the library does not commit itself to sending them. Borrowers are expected to check this out for themselves and act accordingly. The patron's account will be blocked as soon as a library material is overdue. Fines are due regardless of whether or not an overdue notice has been received. Fines for overdue loans are as follows:

Overnight loans: Ghp50.00 per hour  
Two-week loans: Ghp50.00 per day

Fines must be paid immediately otherwise the user's account in the iSchool is blocked.

#### Lost And Damaged Items

Borrowers are responsible for ensuring that all items are returned in the same condition in which they were loaned. Borrowers who are unable to return library materials in same condition will have



to pay for the cost of replacement or maintenance. Lost library materials must be replaced to ensure continued access to information. Therefore, a patron who misplaces library material must pay for it to be replaced. The patron's account will be blocked as soon as it is overdue. Please take note of the following:

1. A library material becomes overdue immediately the date and time it was supposed to be returned expires. A patron's account is blocked when a library material becomes overdue.
2. After two weeks it is reckoned missing and the patron will be charged with the following:
  - a. Three times the current cost of replacing it
  - b. Overdue charge that has accrued until the date payment is made

If the patron brings a newer version/edition of that same library material to replace the lost one, he pays a processing fee of ten Ghana cedis (¢10) (this amount is subject to change) plus the overdue charge accrued as at the time of replacement.

Deliberate damage to, defacement of, or theft of Library items will be dealt with as a disciplinary matter.

#### Mobile Phones

The library is supposed to be a quiet place where patrons access and create knowledge. Mobile telephone usage in the library distracts other users of the library, often preventing them from concentrating on their work. Patrons are advised to either turn off or put completely on silent their mobile phones as well as any other such device that could serve as a distraction to other users of the library. These include iPods, laptops, etc. If they receive a call while in the library they should quickly step out of the library hall if they want to talk.

Patrons who make or receive calls in the library hall or whose devices sound in the library for the first time will be cautioned and made to sign an undertaking that henceforth, they will not allow that to happen again.

Second time offenders will be required to pay a spot fine of ten Ghana cedis only (Gh¢10.00). They will be required to produce a receipt of payment from the business office before their mobile phones are returned to them.

Third time offenders will be banned for four weeks.

Subsequently an offender will be made to face school disciplinary measures. Please note that faculty and staff are also required to comply. Staff and senior members who use the library are expected to comply with the directive to either put their phones off or on silent. They are to receive their calls outside the library hall and cooperate with library staffs who warn them to leave the hall in order not to distract other patrons.

