

Collection Development Practices in Academic Libraries in Ghana: The Case of Ghana Communication Technology University Library

Afua Frempong-Kore¹, Benedicta Krampah Akoto Bitherman², and Gordon Derby³

^{1,2,3}Ghana Communication Technology University (GCTU). Tesano-Accra, Ghana.

Email: ¹afrempong-kore@gctu.edu.gh, ²bkrampah@gtuc.edu.gh and ³gderby@gtuc.edu.gh

Abstract— This study was conducted to ascertain the collection development practices at Ghana Communication Technology University (GCTU) Library. The study set out to find out if there exists a collection development policy at GCTU library. The population of the study was grouped into two main categories, namely users of the library and the library staff. In the selection of students, the simple random sampling technique was used to select the participants. The general population for library staff was used. The sample size of the student participants was 226 comprising 120 male, 106 female students, and 16 library staff. Data for the study was collected through questionnaire and interviews. The SPSS was used to analyze the questionnaire and content analysis used to analyse the interviews. The findings revealed that the GCTU library has a collection development policy even though it does not guide selection so much. Findings again indicated that the library has both print and electronic resource for its users, as well as 24-hour internet services but it is not too stable. It was recommended that the supply of internet to the library should be improved to aid the access to the library's e-resources.

Keywords— Academic Libraries, Collection development practices, Ghana Communication Technology University, Policy.

I. INTRODUCTION

The primary objective for academic libraries, especially in an environment of increasing economic pressure, is to align themselves to the structures of higher education and the criteria by which those institutions are judged (Frempong-Kore, 2018). Guru and Arun (2009) believe that the main function of the academic library is to support the mission, vision and objectives of the parent institution. The study continues that academic library are in this way to help the three primary institutional activities of teaching, learning and research of their staff, students and researchers by collecting the needed resources to achieve these aims of the University. Collection development is therefore considered as the most important factor for library quality, and the most expensive aspects of library operations (Adams and Noel, 2008). Reitz (2013) describes collection development as the process of planning and acquiring a balanced collection of library materials over a period of years, based on an ongoing assessment of the information needs of the library's clientele, analysis of usage statistics and demographic projection.

Collection development is a universal process for libraries and information centres. Collection development, as a process, is composed of six major components, community analysis, selection policies, selection, acquisition, de-selection and evaluation (Evans and Zarnosky, 2004; Evans and Saponaro, 2005, 2012).

In the view of Johnson, (2004) collection development refers to the part of collection management that mostly deals with the decision about the acquisition of materials. It represents the process of systematically building library collections to serve study, teaching, research, recreation, and other needs of library users. According to Khan and Bhatti (2016), libraries and information centers consider collection development as an "essential element of the information life cycle". Gessesse (2000) says that collection development is carried out with the specific aim of providing information resources to meet user needs. To accomplish this aim, each section of the collection must be developed with an application of resources consistent to the mission of the library and the needs of its patrons. The effectiveness of a library system however, is dependent on how well its collections are managed to respond to the needs of patrons and the ease with which potential users are able to make use of the services provided, according to Lamptey (2011).

A lot of research findings including that of Chaputula and Boadi, 2010; Kanyengo, 2009 and Kavulya, 2006) have indicated that insufficient budgetary allocations had negatively affected collection development. All these challenges have culminated in poor service delivery to clients in many libraries in sub-Saharan Africa of which, the Ghana Communication Technology University library is not an exception. This study is therefore intended to find out how collection

development is done at the GCTU library and the challenges the library faces in its quests to provide adequate information resources to its users.

A. Statement of the Problem

Collection development practice is an important component in the library profession. Academic library collections are designed to support critical thinking for users. The collections measure how a particular library meets the goals, objectives and vision of the library and its parent institution. All over the world, academic libraries are under severe pressure to ensure effectiveness and efficiency in the degree to which their collections can meet the goals, needs and missions of the parent institution. In the collection process, there should be a collection development policy to guide the development of the collection in order to build a strong and balanced collection. It is observed that collections in many academic libraries in many sub-Saharan Africa universities do not meet user demands. This also goes to affect learning, teaching and research in the academic environment which Ghana Communication Technology University (GCTU) is no exception. On account of this, it could be deduced that any library that is not able to build strong and balanced collections will not be able to achieve the objectives for which the library was established. It is against this backdrop that the researcher deems it necessary to investigate how collection development practices are done at the GCTU.

B. Objectives of the Study

1. To ascertain the existence of collection development policy in GCTU library
2. To find out the frequency with which users visit the library
3. To identify users' purpose of visit to the library
4. To find out if users are satisfied with the collections available in the library
5. To find out if any the challenges users face in their use of the GCTU library
6. To determine the factors affecting collection development in the library

C. Research Questions

The research seeks to answer the following questions:

1. Is there a collection development policy for the GCTU Library?
2. How frequent do users visit the GCTU Library?
3. What is the purpose of visiting the Library?
4. Are users satisfied with the library collections?

5. What are the challenges users face in using the library?
6. What are the factors affecting collection development?

II. LITERATURE REVIEW

A. Collection Development Policy in Academic Libraries

Fundamentally, collection development can be defined as the planned purchase within a specified budget, of materials in various formats to meet the needs of a specific user community (University of Colorado Boulder, 2013). Nwosu and Udo-Anyanwu (2015) believe an academic library is a purpose-driven organization. It is the major support infrastructure for the tripartite function of higher education, teaching, research and extension. In view of this, the need for 'live collections' in academic libraries is undeniable. A live collection is one that is specially organized, dynamic and responsive to the needs of users. Olurayi (2013) affirms that, collection development in Nigerian libraries in the past made the libraries worth visiting, with updated books, journals and other materials and it offered researchers up-to-date information in desired areas. Today however, the reverse is the case. In the point of view of Lamptey and Agyen-Gyasi (2015), academic libraries in Ghana face a couple of problems in supporting learning, research, and knowledge dissemination in the light of profound and on-going shift in context; notwithstanding the vision for academic libraries in Ghana to optimally ensure the survival of qualities that the library has represented in the academic sphere for its future existence.

The existence of CDP in academic libraries is the anchor that guides and directs the collection development activities by helping in the selection and acquisition processes of resources into the library. There is therefore the need for a written collection development policy, which can function as a guide to the librarian Kumar, Hussain, and Singh (2008); intimated that the availability of a CDP is an essential device for a balanced and robust collection however, despite the importance of the policy in selection, majority of libraries lack detailed CDP to guide them in their selection process.

Ameyaw (2020); Lamptey and Agyen-Gyasi, (2015) in parts of Africa all revealed that either the Universities they studies did not have a written CDP at all or what they had was not comprehensive enough to guide a comprehensive development of a collection for user needs. Most of these libraries therefore used alternative guidelines in their collection building. Norman (1997 as

cited in Jan and Ganiae, 2019) also revealed that half of the University libraries studied did not have any CDP at all. In the same vein Kiondo (2004) affirms that, majority of African University libraries did not have comprehensive CDP's.

B. Frequency and purpose of visiting the library

In a study conducted by Mohindra and Kumar (2015) about 34.5 % of users consult the library staff once in week. In the same vein, Ijiekhuamhen, Omosekejimi, and Ferdinand (2015) show that majority of the respondents in their study visit the library every day; some visit the library once a semester; others visit the library twice a week and/or twice a month; whereas some of the respondents had never visited the library. Similarly, Golwal and Golwal (2020) recorded from their study that out of the total of 180 Students, 115 (63.88%) were visiting the library once in a week or almost daily, 15.57% twice in a week, 12.22% almost daily, while 8.33% Post Graduate student were visiting once in fifteen days or monthly, no students were found who used the library rarely.

In Ijiekhuamhen, Omosekejimi and Ferdinand (2015) research work on usage of the library it was again discovered that majority, that is (92%) of the respondent's visits the library due to the availability of internet; (74%) visits the library because of browsing while (64%) visits library as a result of specific information whereas (63%) visit the library in order to have access to reference materials while (60%) of the respondents visits the library to study and (56%) visits the library so as to checkout/return of library materials.

Mohindra and Kumar (2015) pointed out also in their study that users visited the library primarily for reading, lending of the books, use of library materials and research purpose. The study of Golwal and Golwal (2020) confirmed that the main purpose of post graduate students was borrowing the books for home reading, to read newspapers and to consult the periodicals respectively, using the library to keep update knowledge, preparing article and writing notes, for preparing competitive exam and very a smaller number of the students were using the library for internet browsing.

C. Satisfaction of collections in the Academic libraries

Satisfying users' needs in the academic library has been the primary objective of libraries and librarians (Kassim, 2017). Besides, in an attempt to have a well-rounded and balanced collection, the librarian needs to keep abreast

of the current changes in format and cost factors affecting current materials on the market.

Findings from Mohindra and Kumar (2015) study revealed that library environment and library services had impact on the levels of user's satisfaction by 26.2 % based on the regression analysis. Again, level of quality of different attributes, i.e., library environment, library collection, library staff and library services were at satisfaction level. 57.7 % of user visits to the library daily.

In the view of Kalita and Singh (2020) respondents are highly satisfied with some library facilities and staff support in providing the unknown library services whereas some users are dissatisfied from library facilities like opening hours of the library. Chamini (2010) conducted a study on students' usage of an academic Library which was a user survey done at the Main Library of the University of Peradeniya. It was revealed that the undergraduates were overall satisfied with available library resources, services and facilities; however, it was found out that resources and services were not being fully utilized by them. Ritterbush's (2009) study at the Regent University disclosed that on-campus students frequently visit the library.

D. Factors affecting Collection Development practices in the Academic libraries

Collection development is one of the most challenging and an imaginative process of the library profession whereby, the library staff acquire a variety of materials to meet the demand of its users (Patel, 2016). Library staff face a lot of problems in establishing these vital functions. According to Nwosu and Udo-Anyanwu (2015) the absence of comprehensive collection development policy, lack of a coordinating unit for collection development activities, low participation of faculty in book selection, inadequate book votes and irregular weeding of stock are some of the factors affecting collection development adversely in academic libraries.

Taking notice of this situation, Rasul and Singh (2010) observed that academic libraries are now paying greater attention to fulfil users' needs and support institutional missions and objectives by developing appropriate policies, making funds and providing facilities for research.

In the current era, as more emphasis is placed on providing access to information, the scope of the collection development budget has expanded over time (Khan & Bhatti, 2016). The study also found that, modern academic libraries not only spend on acquiring

print materials but also subscribe to online resources and pay for their copyright fees, license agreements, document delivery and other relevant issues. This situation has increased pressure on the financial management of academic libraries, thankfully GCTU Library subscribes to online resources through Consortium of Academic and Research Libraries in Ghana (CARLIGH) which makes the burden of cost a little lighter.

E. Challenges faced by users when using the library

Kassim (2017) posited that abundance of resources available and the difficulty in being able to evaluate these resources create problems for users. The inability to easily identify the specific use of a library’s services because of the new technologies, and the difficulty to access information sources can all contribute to the numerous challenges among academic library users. Yebowaah (2017) established that challenges such as unfavorable working hours, unfriendly library staff, lack of essential reference materials and inability to borrow books affect students in library use. Besides, slow data transmission, difficulty in accessing relevant materials and limited skills in accessing information were the challenges associated with internet use.

In a research conducted by Habre and Kammourié (2018) on redesigning spaces for effective learning:

challenges facing Riyadh Nassar Library in meeting users’ perceptions and expectations in 2013 and 2017 respectively, their comparison between both surveys shows a constant trend of not enough space available and too much noise in the library.

Bhatti (2013) established that poor supply of electricity was the major problem confronting users when using the library. Onuoha and Subair (2013) opined that lack of relevant books and breakdown of internet facilities were their major obstacles when using the library. The lack of skills, lack of provision of computers, poor power supply etc. were the major challenges faced when using resources in the library.

III. METHODOLOGY

The research employed a case study method that made use of mixed methods, precisely qualitative and quantitative methods. Data was collected by the researchers with interview guide and questionnaire as data collection instruments. Interviews were held with the University librarian and the library staff at different times while the students answered the questionnaire. The population included professionals, para professionals and students. The total number of respondents for the study was six thousand five hundred (6500) students as shown in the Table 1.

Table 1: Population of the study

			Total
Library staff	Professional	3	16
	Para-Professional	9	
	Non-Professional	4	
Students	Students		6500

Source: GCTU Annual Report (2022)

A simple random sampling technique was used to sample two hundred and fifty (250) students from the population of 6500. Due to the small number of library staff, the researcher used all the 16 library staff members; nine (9) males, seven (7) females.

The total sample therefore was two hundred and sixty-six (266) respondents as shown in the table 2 below. Bernard’s (2012) proposition/view that if a population of a study is less than two hundred (200) the entire population should be used for the study, was the basis for this sampling.

Table 2: Sample Population

Target Population	Sample Population
Library Staff	16
Students	250
Total	266

Source: Field Report (2022)

The library staff were interviewed while questionnaire was the instrument used to solicit information from the student respondents. When the questionnaires were collected it was noticed that they were not up to the 250

given out, 15 (%) of them were not returned. Out of the 235 returned, 9 (%) were not answered correctly, they were therefore not included in the analysis. It was therefore left with two hundred and sixty-six (226)

questionnaires were answered correctly and therefore could be analysed. For the library staff, all the sixteen

(16) were interviewed, including the University librarian.

IV. DATA ANALYSIS

A. Demographic background

Table 3: Breakdown of Respondents who answered the questionnaire

Category	Gender			Total
Students	Male	No.	Female	No.
		120		106
				226

Source: Field work (2022)

Table 3 above shows that out of the two hundred and twenty-six (226) respondents who answered the questionnaire correctly, one hundred and ten (120) were

males and the rest of one hundred six (106) were females.

Table 4: Responses from the questionnaire

GENDER	FREQUENCY	PERCENTAGE (%)
Male	120	53.1
Female	106	46.9
TOTAL	226	100

Source: Field work (2022)

Table 4 represents the gender distribution of the study. It shows a fair representation of both males and females in the study. The table revealed that out of the total 226 respondents who answered the questionnaires, 120 (53.1%) were males while 106 (46.9%) were females. The male respondents constituted a larger part of the population in the study as against that of their female counterparts as shown in the distribution.

B. Interview with university Librarian and the library staff

The interview was conducted under three sub-sections. This included; Section A – Collection development policy, Section B – Selection/ Acquisition of Materials at GCTU and Section C – Challenges in Collection development.

Collection development policy

During the interview with the library staff and the university librarian, they all confirmed that there is a collection development policy which guides them during selection and acquisition of materials. The policy covers both print and electronic resources.

It was also revealed that there is 24-hour internet service in the library as well as staff with ICT skills as part of the library staff. The interview also revealed that the policy lacks revision because since its implementation it has never been reviewed.

Selection/ Acquisition of materials at GCTU

Under this sub-theme the interview with the university librarian and the library staff revealed that they acquire materials for the library's collection through direct purchase with internally generated funds, donations from individuals and government deposits.

Both the staff and the librarian confirmed that they receive recommended texts and titles from the various stake holders as well as input from students before final purchasing.

This confirmed Odini (1994) assertion that the act of involving users in collection development processes and decision-making benefits both the library and the patrons through acquisition of library materials that serves the need of users.

Collection Development Practices in the GCTU Library

In an attempt to assess how the Collection Development Practices are carried out at GCTU library, it was revealed that selection of materials in the library was done by the university librarian and selection committee members consisting of representatives from the various faculties in accordance with the collection development policy. They also receive inputs from students and some administrative staff who double as adjunct lecturers.

Table 5: Frequency of visit to the library

Period	Male		Female	
	Frequency	%	Frequency	%
Daily	72	60	57	53.77
Weekly	29	24.17	35	33.02
occasionally	19	15.83	14	13.21
Total	120	100	106	100

Source: Field work (2022)

With the frequency that users visit the GCTU library, Table 5 shows that out of the total respondents of male students 72 (60%) visit the library daily, 29(24.17%) visit weekly and 19(15.83%) visit the library occasionally. In the case of the female students 57

(53.77%) visit the library daily, 35 (33.02%) visit weekly and 14 (13.21%) visit the library occasionally. It can be seen from table 5 above that majority of students that visit the library frequently are male.

Table 6: Purposes of visiting the library

Student	Male		Female	
	Frequency	%	Frequency	%
To study for examinations	35	29.17	31	29.25
To write assignment	31	25.83	22	20.75
To consult past project works	19	15.83	17	16.04
To do research	25	20.83	20	18.87
For reprographic services	10	8.33	16	15.09
Total	120	100	106	100

Source: Field work (2022)

From the table above, the students were asked about their purpose of visiting the library, and it was observed that 35 (29.17%) of male students visit the library to study for examinations and 31 (25.83%) visit the library to do research. When the female students were asked about their purpose of visiting the library, 31 (29.25%)

out of the 106 female students said they visit the library to prepare for examinations while 22(20.75%) visit the library to write assignment. It could be deduced from the table then that majority of students that visit the library do so to prepare for examinations.

Table 7: Satisfaction with materials and services in the library

Student	Male		Female	
	Frequency	%	Frequency	%
Very Satisfied	18	15	19	17.92
Satisfied with E- resource	46	38.33	38	35.85
Satisfied with print materials	35	29.17	31	29.25
Not Satisfied	21	17.5	18	16.98
Total	120	100	106	100

Source: Field work (2022)

To find out if students are satisfied with the materials in the GCTU library or not, Table 7 shows that, out of the total of 120 male student respondents, 46 (38.33%) of them are satisfied with electronic resources while 21(17.5%) are not satisfied with the collection in

general. Out of 106 female students 38(35.85%) are satisfied with library collection and services while 18 (16.98%) female students indicated that they are not satisfied with the library collections.

Table 8: Challenges users face in the use of the library

Student	Male		Female	
	Frequency	%	Frequency	%
Lack of current textbooks	33	27.5	35	33.02

Closing hours too short	13	10.83	5	4.72
Borrowing period is short	17	14.17	13	12.26
Unreliable power supply	35	29.17	30	28.3
Unstable Internet supply	12	12	8	7.55
Distractions from other Users	10	8.33	15	14.15
Total	120	100	106	100

Source: Field work (2022)

From table 8 above, when male students were asked about challenges they face when using the library, 33 (27.5%) out of 120 respondents indicated that their major challenge is the lack of current hardcopy materials in the library and 35(29.17%) lamented of the unreliable power supply which makes it difficult to access electronic resources in the library or even stay there to learn because of the heat. When the female students were asked about the challenges they face in their use of library facilities, 35(33.02%) out of 106 respondents complained about the same lack of current textbooks while 30 (28.3%) also indicated unreliable power supply as their greatest challenge in the GCTU library.

C. Factors affecting collection development practices in the GCTU library

On the issue of challenges, the library staff revealed, *“We face many challenges ranging from, delay in receiving orders from faculty and other stakeholders, inadequate budget allocation to develop the collection, not getting the exact titles and authors, high exchange rate, delays in delivery of ordered books, high charges at the port on foreign materials from donors and also lack of adequate space in the library. This is a great challenge in the face of increasing student population every academic year whereas the library space has not seen any major expansion since the beginning of the University.”* The university librarian also admitted to the challenges that were enumerated by the staff. This revelation confirms the studies conducted by (World Bank, 2000; Cheboi, 2006) whose studies reported that, lack of access to resources; inadequate human resource and inadequate financial resources directed to university education hinder the growth and development of academic libraries.

V. DISCUSSION OF FINDINGS

Findings from the interview with the university librarian and the library staff confirmed that there is a collection development policy which guides them during selection and acquisition of materials for the collection. The policy covers both print and electronic resources. The study also revealed that the policy lacks revision because since its implementation, it has never been reviewed. The findings on the existence of a CDP

revealed that both libraries have CDP. This result of the study is in contrast with Msonge (2013) and Chukwusa (2012), which indicated that most academic libraries in developing countries lacked a comprehensive CDP and that its absence has affected the collection development activities in those libraries.

The findings on frequency of visit to the library revealed that out of 120 male students, 72 (60%) visit the library daily and 19(15.83%) visit the library occasionally while out of the 106 female students, 57 (53.77%) visit the library on daily basis and 14 (13.21%) visit the library occasionally. The findings of this study are in contrast with that of Akin & Ajayi (2008) who studied on the use of Federal University of Technology Library in Nigeria, where it was disclosed that out of 475 students, only 82 use the library on daily basis.

The results of the findings on purpose of visiting the library revealed that out of the 120 male students 35 (29.17%) visit the library to study for examinations, 31(25.83%) visit the library to work on assignment, while 25 (20.83%) visit the library to do research. On the part of the female students 31 (29.25%) out of 106 visit the library to study for examinations, 22(20.77%) visit the library to complete their assignments, and 20(18.87%) visit the library to do research. These findings affirm the study of Bhatti et al. (2013) that majority of the users use the library for class assignments, reading library books, examinations preparation, borrowing library books, consult reference materials, to do research and for photocopy purpose.

The findings on satisfaction of collections in the academic libraries reported that 46 (38.33%) Male students were satisfied with E- resources, 35 (29.17%) were satisfied with the print materials, whereas 21(17.5%) were not satisfied with the print collections. Also 38 (35.85%) female students were satisfied with the print materials, 31(29.25%) were satisfied with the e-resources while 19 (17.92%) were very satisfied with the collections and services. The results of these findings disagree with that of Bamigboye (2010) that library patrons were not satisfied with the nature of present materials at the library.

The results from analysis on the challenges users faced in the library disclosed that out of 120 male students 33 (27.5%) lamented of the library not having current print materials while 35 (29.17%) reported of the unreliable power supply which makes it difficult to access the library's e-resources often. With the female students, 30 (28.3%) out of 106 also revealed that unreliable power supply was their greatest challenge in the library and another 35(33.02%) complained of the lack of current textbooks as their major challenge. This finding also affirms the study of Bhatti (2013) that inadequate supply of electricity was the major problem confronting users when using the library.

The findings from the University librarian and library staff on the challenges in collection development practices revealed that *low budget allocation to the library by the University, not getting the exact titles and authors, high exchange rate, order delays in delivery of books, unplanned financial contribution towards receiving of foreign materials from donors are some of the challenges that the university library face*. This revelation confirms the studies conducted by (World Bank, 2000; Cheboi, 2006) where it was observed that lack of access to resources, inadequate human resource and inadequate financial resources directed to university education hinder the growth and development of academic libraries.

VI. CONCLUSION

The purpose of the study was to assess the collection development practices at the Ghana Communication Technology University Library with the aim of identifying any challenges which hinder the effective collection development and to suggest possible solutions. The study discovered that, The Ghana Communication Technology University has a written collection development policy but it does not guide the collection so much when it comes to the selection of new materials to be purchased due to low budget allocation, difficulty in getting needed resources in the country and high exchange rate. The study has revealed that collection development practices in the GCTU library have not been all that successful as the GCTU lacks the prerequisite to make an academic library function well.

VII. RECOMMENDATIONS

Based on the findings of the research, the following recommendations have been made with references to the objectives of the study.

1. Management of the library should as early as possible institute a review committee for the review of the collection development policy so as to meet

the interest, expectations and satisfaction of categories of users.

2. The library should try to provide relevant and current books in order to draw and keep more users in the library.
3. There should be improvement in the power supply to the library to aid the access to the e-resources.
4. There should be regular review of the collection development policy in harmony with the aims and objectives of the institution.
5. The management of the GCTU library should intensify their lobbying skills with the authorities of the institution so as to help address the issue of funds, limited space and all related challenges.

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