

Information Communication Technology (ICT) and its effect on Newspaper Utilisation in University Libraries in Nigeria

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Abstract:

Newspaper services are considered as one of the important services provided by university libraries because they provide up to date and timely information to the user. They are the major channel of communication and main sources of information on current topics on all aspects of a country's social environment, agricultural growth, business and industrial sectors, political and cultural life. The Internet has already had a major impact on how people access information and newspapers. University libraries, therefore, have the challenge of managing newspapers for quick access, retrieval, dissemination and posterity. This study, therefore, examined Information Communication Technology (ICT) and its effect on newspaper utilisation in university libraries in Nigeria.

The survey research design was adopted. Stratified random sampling technique was used to select fifteen (15) universities from all public universities in Nigeria. Fifty (50) users from each of the selected universities participated in the study.

The instrument used was the questionnaire. The result explicitly revealed that Information Communication Technology has a positive effect in various ways on newspaper utilisation in university libraries in Nigeria. Majority (96%) of the respondents were satisfied with the electronic services provided by the university libraries for use. The constraints identified by 72% of the respondents are limited number of computer terminals available for use, while 83% identified alternative to power supply as a major constraint.

Keywords: Information Communication Technology (ICT), Newspaper, Utilisation, University Libraries, Nigeria.

Introduction

Roberson (2005) defined a library as an institution that manages the intellectual products of the society and processes them in such a manner that the individual can readily gain access to them. It is a place where knowledge can be gained, developed and utilized for the benefit of users and the society at large. Its services according to Oduwole and Oyewumi (2010), must support the learning and research behaviours of users, while the resources they make available must be integrated with one another and within the library environment. The activities of university libraries are to acquire, organize knowledge, preserve, make materials available, transmit information and provide services to its users. However, in doing this, there is need for them to acquire appropriate materials and collect necessary print and non-print materials to meet the information or recreational needs of its users. One of the means of transmitting information in the university library is through the print media, and the newspapers belong to this group. In university libraries, newspaper service is considered as one of the services provided and it forms an invaluable part of materials acquired, processed and made available to library users because they provide up-to-date and timely information.

As defined by the Encyclopedia Britannica (2010), newspaper is a publication usually issued daily, weekly, or at other regular times that provides news, views, features, and other information of public interest and that often carries advertising. According to Panda and Swain (2011), newspapers play an important role in disseminating current information, events and keep its readers up-to-date. They are the major channels of communication and main sources of information on the country's social, economic, political and cultural life as well as pursuit latest trends on different subjects (Sangeeta, 2006). Similarly, Okorafor (1991) submits that newspapers are vital research resources in the humanities and social sciences and they also report discoveries in science and technology. Lending credence to this, Nwakoby (1998) is of the opinion that the basic strength of newspapers compared to other media is the accessibility of information as at when needed. Agarwal (2011) opined that it might be difficult for a person of average means to purchase more than one or two newspapers. However, it is the keen desire of people to know all possible shades of opinion as expressed in various newspapers. To achieve this, users need to visit a library and glance through the relevant pages of many newspapers. Moreover, they can be read in the library at the users conveniences fitting easily into time schedules (Encyclopaedia Americana, 2006). Newspapers have therefore been accorded a great deal of importance in the university library because they hold a special place among the most important and accessible sources of information about the present and the past for researchers.

However, in university libraries in Nigeria, it is not easy to provide access to back issues of print copies of newspaper because of the very poor nature of the paper it was printed on, the way they are stored and also to current issues because they do not subscribe to all print copies of newspapers on the stand. In order to get ease of access to its news content, in addition to subscribing to print copies of newspapers, there is a great need for university libraries to also subscribe to newspapers online for users. Likewise, in order to get quick and easy access to newspapers, especially back issues, there is also a great need for digitization of newspapers in university libraries in Nigeria. This is because as a repository of knowledge, the university library has undergone tremendous transformation from the era of ancient library to the present

information age. It is perhaps the only industry that has been affected continuously by technological changes but yet continues to adapt in order to provide service for the benefit of humanity and its users.

Thus, the advent of Information Communication Technology (ICT) and its application in university libraries have created changes in the regular way of information collection, processing, storage, retrieval, and dissemination. ICT is a combination of computers, storage media (which provide processing, storage and retrieval capabilities) and telecommunications (which have the capabilities of transferring and communicating data or information from one workstation to another). The continuous developments in Information Communication Technology have affected the way users utilise newspapers and other information resources in university libraries in Nigeria. In addition, the adoption of new Information Communication Technology has enabled librarians to perform traditional library responsibilities such as acquisition, cataloguing, retrieval, dissemination and access to online resources more effectively thereby enhancing their job performance and deliverance to users. According to Okorie (2010), it has also reduced the time and energy spent by newspaper users in seeking and utilizing information.

Literature Review

Libraries since time immemorial have been in existence and have passed through evolutionary stages especially the information age. Libraries are entrusted with a host of predetermined tasks such as acquiring, organizing, preserving, retrieving and disseminating information to users. Besides, from ancient time to the present Internet age, the primary objective of the library has always been this. However, according to Gopinath, et.al 2001, the way this purpose has been achieved has drastically changed. The reason is due to the evolution of Information Communication Technology (ICT) which has given rise to new forms of work organisation, management and planning. Oketunji (2002) confirmed that the application of information technologies in Nigerian university libraries has today become an acceptable norm, being the most realistic way and means of providing timely, accurate and efficient information services.

Information seeking and knowledge building cannot be ignored in the academic, research and social advancement of staff and students in any institution. Their paramount need is to have access to information as at when needed. Moreover, in the world today, the most sought after means of seeking information are the computer and Internet. Thus in university libraries, computers have remained perhaps the most used of the information communication technologies. These could be due to knowledge explosion in the 20th century and according to Azubogu and Madu (2007), it could also be traced to the exponential growth of information which gave rise to the wide use of computer and Internet for easy information access and retrieval.

The term Information Communication Technology (ICT) has been variously defined. Emakpor (2002) defines it as all form of technology applied to the processing, storing and transmitting information in electronic form stressing that the physical equipment used for this purpose include computers, communication equipment and networks. Ayo (2001) viewed it as the use of computer system and telecommunication equipment in information handling. Lending credence to this, Kadiri and Adetoro (2012) define Information Communication Technology as a set of activities which facilitate by electronic means, the processing, speedy transmission and display of information. Capron (2000) revealed that mail, telephone, radio,

books, newspapers and periodicals are the traditional ways users send and receive information, however, Internet use has revolutionized quick access to newspapers and other information for the business of the world, libraries, education and individuals.

Besides, it is important to mention that manual sourcing and provision of information is now giving way for electronic accessing of information – the use of the Internet in sourcing information in university libraries in Nigeria. The existence of the Internet in Nigerian universities has brought about the establishment of electronic libraries capable of generating information straight to the users. The advent of Internet has permitted library users to access, retrieve and exchange information materials. Moreover, it already had a major impact on how users access and utilise newspaper information in Nigerian university libraries. This is due to the availability of free computers and Internet access in university libraries in Nigeria which now rival print copies of newspapers. The use of Internet and its technology have continued to have profound effects on the promotion of information sharing, especially in the academic world making possible rapid and quick transactions among researchers, business and supporting global collaboration among individuals, libraries and organisations (Issa et.al. 2011).

The traditional concept of libraries, which was completely based on print media, is now changing towards digital or electronic form. Thus the role and function of the university libraries in Nigeria become relevant in providing appropriate element of information within a given period of time to the rightful user. This in a way has affected newspaper utilisation in university libraries in Nigeria. Newspapers are heavily used in university libraries in Nigeria in order to be current, up-to-date, for leisure and also to relax the mind. Nevertheless, according to Freeman (2005), while information technology has not replaced print media, and is not expected to do so in the foreseeable future, it has nonetheless had an astonishing and quite unanticipated impact on the role of newspaper usage in the library.

Research has shown that newspapers are primary, useful source of information in different fields of knowledge and are used virtually by everybody. They play a vital role in information dissemination (Olanlokun and Momoh, 1994). Thus, Agarwal (2011) in an article titled ‘Essay on the Importance of Libraries’, submitted that the needs of various readers are different therefore, the library serves a useful purpose by meeting the requirements of all readers. In extension, the library should always subscribe to all important newspapers for its various readers, because they make interesting reading whether for leisure, educational or research purposes. Moreover, according to Olorunsola (1997), newspapers and magazines help students, researchers and faculty members to be well informed about the current events in both their field and life generally. In his concluding words, he asserts that the knowledge gained from reading newspapers and magazines helps to build a whole man.

Unfortunately, newspapers are known to be particularly difficult to preserve and access because they are large in format and prolific in output. Their creators intend them as essential ephemeral – important today, discarded tomorrow and so they print them on paper that is produced with cheapness in mind rather than survival. Lending credence to this, Bello and Ajala (2004) stated that though newspapers contain ephemeral information, which become stale as the day passes by yet, they contain articles of research value and intellectual reviews apart from having the advantage of being up-to-date. It is therefore important for university libraries in Nigeria to provide adequate newspaper collection and quick access for their teeming users by using appropriate information communication technology to facilitate usage. In addition, they should provide not only print copies but also electronic version of

newspapers to their users. This is because electronic version or the online has enriched the horizon of newspaper reading and accessibility at a much faster pace which no other medium can address.

Besides, it is ironic according to Ronan (2005) that newspapers which have such valuable historical resource have been treated rather shabbily in the past by libraries and repositories. They are unwieldy physically, printed in large formats on cheap acidic paper and take up valuable space in a short amount of time. From the onset, newspaper publishers handle them as if they are not intended to be a permanent means of storing textual information. Yet, newspapers contain a mass of valuable information not available elsewhere. Moreover, because of their heavy use and increased access and the high demand for both current and past issues, it is appropriate that adequate strategies should be taken to preserve them and make them easily accessible to users. Therefore, newspapers should be seen as an important part in the university libraries in Nigeria digitization programmes, the objective being to create an institutional repository which can be accessed and utilised online by users.

This is due to the fact that digitization has increased the means to make newspapers more readily available by adding advanced search features to access texts. In addition, flexibility is one of the chief assets of digitisation because it is easy to access and retrieve, edit, reformat and commit to print in a variety of iterations. Digitisation of newspapers decreases the need to use the original which may be fragile or difficult to access. Digitisation is the process of taking traditional library materials that are in the form of books and papers and converting them to electronic form where they can be stored and manipulated by a computer (Ian and David, 2003, Fatoki, 2007). Digital format medium of newspapers presents better possibilities for providing quick access to newspapers because it would have the potential of being keyword searchable. For this reason, apart from microfilming, transfer to digital format is now in operation in some libraries in developed countries.

In the digital environment today, digitization has become one of the key activities in the libraries. Digitization is known to be an excellent way of providing quick access to library materials. Through digitization, libraries are able to access, preserve, maintain the digital collections easily and provide effective services to the user's needs. Therefore, university libraries in Nigeria should take a cue from what is happening in developed countries as regards to newspaper digitisation in order to provide effective newspaper utilisation and quick access to their various users

Statement of the problem

University libraries in Nigeria are known to have large collection of print copies of newspapers (back and current issues) which are voluminous and occupy lots of space. The consultation of newspapers in most of the university libraries in Nigeria, even with the advent of Information Communication Technology (ICT) have never been anything to commend with. This is because newspapers are not properly organized for use. They are neither indexed nor abstracted to provide the immediate information needed for users to update their knowledge. In addition, finding information in back issues of print copies of newspapers can be a challenge; this makes it necessary to transfer newspaper to another medium in order to provide easy retrieval, quick access and utilization of information to different to users.

Moreover, newspapers stand the risk of being mutilated and eaten up by termites. They are threatened by deterioration because of the high content of acid in the paper used in

production. Therefore, in such a situation, it might be necessary to preserve the intellectual content of the paper to aid utilisation. All these pose a great deal of problems to newspaper utilisation in university libraries in Nigeria.

Objectives of the Study

1. find out if university libraries in Nigeria subscribe to print newspapers and/or electronic version;
2. determine the categories of users and frequency of newspaper utilisation in university libraries in Nigeria;
3. identify if users read print and/or electronic version of newspaper;
4. find out if university libraries in Nigeria digitize their newspaper collections;
5. examine the problems confronting university libraries in Nigeria in retrieving back issues of print copies of newspapers.
6. find out the effect of information communication technology (ICT) on newspaper utilisation.

Methodology

The design adopted for this study is the survey research design. Stratified random sampling technique was used to select fifteen (15) universities from all public universities in Nigeria. Fifty (50) users from each of the selected universities participated in the study. The statistics of users (researchers) of newspapers was obtained from the serials librarian of the university libraries selected for the study. Saturdays and Sundays are exempted from the study because some university libraries in Nigeria do not provide services on those days of the week, while some provide half day service. The sample of 750 users who made use of newspapers during the period of data collection in the fifteen (15) university libraries was selected.

Data Collection Procedure

Copies of the questionnaire were administered by the researchers and seven research assistants through the help of head of the serials unit in each university library. Fifty (50) users found utilizing newspapers in the serials unit in each of the fifteen (15) public university libraries were selected for the study giving a total of seven hundred and fifty (750) users. Users were requested to fill the questionnaire on the spot and return them to the researcher or the assistants. The data collection exercise took a period of three months to be properly completed.

Results and Discussion

All the 750 questionnaires administered on users were retrieved and found useable for the study thereby giving 100% response rate.

Table 1: Demographic information of respondents

| Users | | |
|-------------------------|------------|------------|
| Demographic Information | Frequency | % |
| Male | 440 | 59 |
| Female | 310 | 41 |
| Total | 750 | 100 |

The data in Table 1 shows the demographic information of the respondents. Based on the 750 questionnaires administered to users, the finding in Table 1 revealed that 59% of the respondents were male, while 41% were female users. The implication of this response is that both genders make use of newspapers but the male are avid and voracious reader of newspapers in university libraries in Nigeria.

Table 2: Subscription to print copies of Nigerian newspapers

| Number of newspaper titles subscribed to | Year 1948 – 2001 | | Year 2002 - 2014 | |
|--|------------------|------------|------------------|------------|
| | Freq. | % | Freq. | % |
| 1-2 | - | - | 6 | 40 |
| 3-4 | - | - | 4 | 27 |
| 5-6 | 2 | 13 | 1 | 7 |
| 7-8 | 6 | 40 | 2 | 13 |
| 9-10 | 7 | 47 | 2 | 13 |
| Total | 15 | 100 | 15 | 100 |

Note: Freq. means frequency

The entire Fifteen (15) university libraries indicated that they subscribe to print copies of newspapers. The positive response from the serials librarian of each university led to the following response by the respondents in Table 2. Table 2 shows the frequency of numbers of titles of print copies of newspapers subscribed to by each university library in Nigeria. Between 2002 and 2014, the highest frequency was between one and two titles of newspapers (40%). Between 1948 and 2001, 7 (47%) universities subscribed to nine to ten titles, while 6 (40%) universities subscribed to seven to eight titles of newspapers.

Only 5 (33%) university libraries indicated that they subscribe to some titles of electronic version of newspapers, while the remaining 67% do not subscribe to e-newspapers at all. The reason given was due to lack of adequate financial support from the institution.

The researchers observed that titles of print copies of newspapers subscribed to by each university varied depending on their geographical location where they are published and the ones consulted frequently by users in each university library studied. The common titles were: The Guardian, The Nation, The Punch, This Day, and The Sun. Titles such as The Vanguard, The Nigerian Tribune, The Compass, The Daily Trust, The Nigerian Observer, The Daily Champion, Independent Newspaper, Leadership, The Mirror and Triumph.

The researchers also observed that the numbers of each title of print copies of newspapers subscribed to at present by each university library has dropped significantly. The reasons given are due to the increase in price, proliferation of different titles by newspaper publishers and dwindling financial resources.

The response on the categories of users who utilise newspapers in University libraries in Nigeria revealed that users such as staff and students who visited the newspaper section at the time when the questionnaire were distributed responded to the question. The respondents cut across various departments in the universities. 120 staff representing 16% and 630 students representing 84% responded to the question. The implication of this is that all the respondents find newspapers important to them in various ways.

Table 3: Frequency of newspaper usage

| How often do you use the newspaper collection | Frequency | Percentage |
|--|------------------|-------------------|
| Daily | 424 | 57 |
| Frequently | 249 | 33 |
| Occasionally | 62 | 8 |
| Rarely | 15 | 2 |
| Never | 0 | 0 |
| Total | 750 | 100 |

The result in Table 3 shows the rate at which readers frequented and made use of the library's newspaper collection. 57% of the respondents usually make it a duty to visit the newspaper collection daily, 33% visited the collection frequently and 8% indicated that they use the collection occasionally, while just 2% rarely make use of the newspaper collection. Of great significance to this study is that none of the respondents indicated that they had never been to the newspaper collection signalling the relative importance of newspapers in university libraries in Nigeria.

The questionnaire had questions bothering on digitisation of newspapers. Though some respondents responded 'yes' to the question 'have you heard or read about digitisation of newspapers'; presently none of the university libraries had digitised their newspaper collections due to lack of fund. This implies that users still have to go through backlog of large, hefty volumes of print copies of newspapers in their original or bound format to locate the information they need from back issues of newspapers at any point in time.

Table 4: Usage of print and/or electronic version of newspaper

| Items | Frequency | Percentage |
|--|------------------|-------------------|
| I read only print copies of newspapers | 123 | 16 |
| I read only electronic version of newspapers | 102 | 14 |
| I read both the print and electronic version of newspapers | 525 | 70 |
| Others (Specify) | 0 | 0 |
| Total | 750 | 100 |

The findings in Table 4 revealed that 70% of the respondents read both the print and electronic version of newspapers, 16% read only print copies of newspapers, while just 14% read only electronic version of newspapers. This implies that the status of online newspapers is much advanced than their early days. This could be due to the fact that electronic versions offer faster access and more updates. In addition, they spread over a larger spectrum as geographic limitations do not apply in the Internet.

Table 5: Problems confronting utilisation of back issues of newspapers

| Problems | Frequency | Percentage |
|--|------------------|-------------------|
| Large stock of back issues of newspapers | 192 | 26 |
| Time lag between request for and retrieval of newspapers | 435 | 58 |
| Bad condition of newspapers | 85 | 11 |
| Others (Specify) | 38 | 5 |
| Total | 750 | 100 |

The results in Table 5 revealed that majority of the respondents that is 58% indicated that the time lag between request for and retrieval of back issues of newspapers is a problem encountered. 26% indicated that the university library has a large stock of back issues of newspapers. Only 11% indicated that the newspapers were in bad condition, while the remaining 5% had different problems confronting them such as: inadequacy of newspaper collection, inability of finding the newspaper titles they need information from because the university library does not subscribe to it and inadequacy of multiple titles.

The implication of this is that university libraries in Nigeria should try as much as possible to subscribe to print and electronic versions of newspaper. Moreover, it is also important for them to digitize newspaper collection in order to provide adequate and timely service to their numerous users.

Table 6: Effect of Information Communication Technology (ICT) on newspaper utilisation

| Effects of ICT on newspaper utilisation | Frequency | Percentage |
|---|------------------|-------------------|
| It provides quick access to newspapers online | 320 | 43 |
| It saves time spent in searching for back issues | 212 | 28 |
| It prolongs the life span of original format from wear and tear | 115 | 15 |
| It saves considerable space occupied by newspapers | 60 | 8 |
| It reduces the danger of losing records | 43 | 6 |
| Total | 750 | 100 |

Respondents were asked to rate their answers according to priority. The finding in Table 6 shows that 43% indicated that ICT provides quick access to newspapers online, 28% states that it saves time spent in searching for back issues. 15% of the respondents are of the opinion that it prolongs the life span of original format from wear and tear, 8% states that it saves considerable space occupied by newspapers while 6% indicated that it reduces the danger of losing records.

Table 7: Problems associated with ICT facilities provided

| Items | Frequency | Percentage |
|--|------------------|-------------------|
| Lack of adequate computer terminals | 540 | 72 |
| Lack of adequate ICT skills/competence | 123 | 16 |
| Constant breakdown of facilities | 35 | 5 |
| Others (Specify) | 52 | 7 |
| Total | 750 | 100 |

Table 7 revealed the problems associated with ICT facilities provided. Inadequate alternative to power supply ranked the highest with 83% followed by lack of adequate computer terminals which recorded 72%. Furthermore, 61% of the respondents indicated erratic power supply while 14% indicated inadequate Internet service provided. Only 6% of the respondents indicated others with inadequate space given as reasons. This shows that university libraries in Nigeria have to make effort to increase computer terminals, not only in their virtual libraries but also make computer terminals available and accessible in the serials unit. Besides, generating plants and/or solar energy should be provided in the libraries to serve as an alternative to power supply due to erratic power supply experienced in university libraries. For the respondents that indicated inadequate seating capacity in the serials unit, this shows

that university libraries in Nigeria should strive harder to provide more seating space for newspaper users in the serials or newspaper unit.

Table 8: Constraints to the use of ICT facilities provided

| Items | Frequency | Percentage |
|--|------------------|-------------------|
| Inadequate alternative to power supply | 625 | 83 |
| Limited access to Internet service | 74 | 10 |
| Inadequate technical personnel | 13 | 2 |
| Others (Specify) | 38 | 5 |
| Total | 750 | 100 |

The results in Table 8 shows that 83% of the respondents are of the opinion that inadequate alternative to power supply is a constraints to the use of ICT facilities provided, 10% indicated limited access to Internet service, 2% stated that inadequate technical personnel, while 5% gave other reasons such as breakdown in the facilities provided and lack of ICT skills.

Table 9: Adequacy of electronic services provided

| Electronic services provided | Frequency | Percentage |
|-------------------------------------|------------------|-------------------|
| Satisfactory | 718 | 96 |
| Unsatisfactory | 32 | 4 |
| Undecided | 0 | 0 |
| Others (Specify) | 0 | 0 |
| Total | 750 | 100 |

Table 9 presents the adequacy of electronic services provided for users. On the whole, a very large number of the respondents 96% agreed that the electronic services provided are satisfactory. 4% of the respondents claim that it is unsatisfactory, while there were no response to the last two items which are undecided and others respectively.

Conclusion and Recommendations

Information Communication Technology (ICT) and its effect on newspaper utilisation in University libraries in Nigeria revealed that ICT has impacted on libraries all over the world including developing countries like Nigeria. However, many university libraries in Nigeria are currently facing the challenging role of increased ICT use among their teeming library users to access information from newspapers. This is because the old manual system of going through bulky and hefty back issues of newspapers is cumbersome. Equally the system seems to have fallen far behind modern development in library services world over especially in developed countries.

The current shift from the age long conventional means of providing library services to technological approaches necessitated by advancements in computer technology, telecommunication systems and the integration of both have given rise to a new digital paradigm known as ICT. Thus, ICTs are used to accomplish a variety of functions in

university libraries in Nigeria such as maintaining and providing access to the catalogue of items from newspaper collection, controlling and maintaining the serials publications. The coming together of computing and telecommunication for the purpose of handling information has made it possible for information seekers in newspapers in university libraries in Nigeria to meet their information related needs rapidly and easily. This is because the library is the only centralized location where new and emerging information technologies can be combined with traditional knowledge resources in a user-focused, service-rich environment that supports today's social and educational patterns of learning, teaching, and research.

The digital information has also transformed the way we learn, the way we communicate and even the way we think. A large volume of information in this universe is in non-electronic or analog form. This information needs to be digitized before it can be handled by digital technologies and this applies to the numerous newspaper collections in university libraries in Nigeria. Printed newspaper information should be digitized and stored inside the computer for ease of access and usage.

According to the United Nations Report (1999), efforts are needed to bring developing countries like Nigeria and poor people everywhere into the global conversion. Thus, libraries in technological institutions have exciting opportunity to help bring everyone into the global conversion and to bridge the gap often called digital divide between the information rich and the information poor people in the community.

University libraries in Nigeria are running out of space and financial sources in trying to keep up with the output of recorded information especially from newspaper collection. Therefore, they should inaugurate a committee to look into the establishment of a digital unit to digitize newspapers to forestall their deterioration and put on their website. University libraries in Nigeria should send librarians and other library staff who are willing not only to be trained on digitization of newspapers, but will also remain to do the work on short courses, seminars, workshops and conferences until university libraries trains enough skilled manpower both on short and long term basis.

In addition, university libraries in Nigeria should have functioning Internet service in order to subscribe to online version (that is apart from subscribing to print version) of newspapers because the Internet allows users to search and retrieve information in user-friendly way and through the world-wide web thereby saving time and energy. Moreover, there should be an alternative to power supply as back up whenever there is an erratic power supply and outage in the university. The alternatives could be in the form of a powerful generator, solar energy or inverters. This is important in order to keep the Internet and all other ICTs in the university libraries functioning and also to continue to provide uninterrupted service to library users. Computer terminals in all university libraries in Nigeria should be improved upon because of the large population of library users who patronize the library seeking for information daily. Since the library is believed to be the heart of any educational institution in order for the institution to fulfill its educational objectives.

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