INFORMATION RESOURCE SECURITY GUIDELINE FOR UGANDA INSTITUTE OF ALLIED HEALTH AND MANAGEMENT SCIENCE-MULAGO LIBRARY.

BY

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A PROJECT PROPSAL SUBMITTED TO THE COLLEGE OF COMPUTING AND INFORMATION SCIENCES IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR THE AWARD OF A BACHELOR DEGREE OF LIBRARY AND INFORMATION SCIENCE MAKERERE UNIVERSITY

2017
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STUDENT'S DECLARATION

I, Edou Julius, declare that this project report is my original work as a result of constant research, consultations with my supervisor and has never been submitted for a degree in any other Institution of learning or University.

Signature: [Signature]  Date: 20/9/2017

Name: Edou Julius

Registration Number: 14/U/6169/EVE
APPROVAL

I confirm that the research work reported in this project report was carried out by this candidate under my supervision as a University supervisor and has been submitted with my approval.

Signature: [Signature] Date: [Date]

Dr. George Klyingi

Department of Library and Information Science
DEDICATION

First and fore most I would like dedicate this wonderful project report to the god almighty for granting me health, strength and wisdom in doing this work not forgetting my father Mr. Albert Ejam, my mother miss Alice Akullo and to my loving and caring brothers and sisters especially Mr. Joseph Erechu, Ms. Jane Akwamo, Immaculate Acengo for giving me unconditional support, and finally to all my friends like Ms. Avako Paula, Mr. Emmy Okori.
ACKNOWLEDGEMENT

Let me start by appreciating the Almighty God that has enabled me to undergo a lot of challenges during the research process up to the complete. I thank all those who gave me support be it materially or in any form, May the Lord Bless you all.

I would also like to take this great opportunity to express my big thanks to all EASLIS staffs and especially I owe debt of gratitude to my supervisor Dr. G. Kiyeni due to his encouragement and wonderful advices he rendered to me for having finished my project.

My great thanks also goes to all my friends; Bruno Olelem, Joseph Erechu, Paula Avako, Flavia Abalo, and others.
ABSTRACTS

The aim of this project was to establish information resource security guideline for UIAHMS-Mulago library under the following objectives, to assess the status of collection at, to identify security threats to information materials, to identify various causes of information threats, to propose security guidelines for information materials at UIAHMS-Mulago library.

Method of data analysis was by table formulation, pie charts and explanation of table based on data collected, Beneficiaries of the project Uganda Institute of Allied Health Management Science Mulago library since information resources are secured. This project was carried out the guidance of the following project out puts to collect data; State of collection, the threats to information materials, report on various causes of information threats, report on security guidelines to be designed at UIAHMS. And the report shows that UIAHMS-Mulago library was faced with information resource threats like; theft, vandalism, financial constraint, Selfishness on the part of students, Scarcity of library materials, and Poor building.

The researcher concluded Important of information resources cannot be over-emphasized, man depends on library resources for knowledge and new ideas are projected through the use of library resources. The data collected in this project revealed the various security lapses and ways library loses its materials through theft and mutilation. It was discovered that security system applied in university libraries have not been really effective, there is still much to be done in ensuring a well secured library and an opportunity for the future generation to share in the knowledge of today. It was further discovered that other contributing factors observed include limited number of copies of library materials, high cost of books and non-book materials and absence of photocopy machine in the libraries. Therefore, there is need to preserve and maintain library information materials at all cost. These project recommended UIAHMS-Mulago libraries to provide photocopying services to enable library users make quick photocopies for their need of library materials, provide adequate library materials to meet the information needs of users, provide stable and uninterrupted power supply in order to maintain the electronic security network and other ICT equipment. Impose stiff penalties should on dishonest users associated with theft, mutilation, illegal removal of library materials or vandalism, Orient users on how to effectively use library services, use electronics books, especially for high-demand, latest-edition
texts: book theft will be reduced by transferring a ‘high risk’ physical item into an electronic version, use closed circuit television (CCTV) system to minimize the menace of book theft and mutilation.
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>UIAHMS</td>
<td>Uganda Institute of Allied Health Management Science.</td>
</tr>
<tr>
<td>Dr.</td>
<td>Doctor</td>
</tr>
<tr>
<td>CCTV</td>
<td>Closed Circuit Television</td>
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<td>ID</td>
<td>Identification</td>
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<tr>
<td>UNESCO</td>
<td>United Nation Education Scientific and Cultural Organization</td>
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<td>ICT</td>
<td>Information and Communication Technology</td>
</tr>
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</table>
CHAPTER ONE

1.0 Introduction
This chapter consists of conceptual background, contextual background, statement of the problem, purpose of the project, objectives of the project, project outputs, and significance of the project and definition of key terms.

1.2 Conceptual background
Security refers to the various measures or policies put in place to ensure integrity, authenticity and longevity of information materials. These information materials appear in different formats such as print and non-print (electronic, online, audiovisual to mention but a few). Parker (2002) Lorenzen (1996) and Holt (2007) identified several such incidents, (i) theft of physical materials; (ii) theft or alteration of data; and (iii) theft of money as major security crime in libraries. Other forms of breaches include non-return of items by borrowers, theft of library equipment, personal theft (from staff and users), verbal and physical abuse against staff and users, and vandalism against library buildings, equipment and stock destruction, all of which can directly or indirectly affects the provision of library services (Ewing 1994). Similarly, Lorenzen (1996) reported how different forms of collection mutilation such as underlining and highlighting text in library books, tearing and or removing pages of books and annotating in books margins can temper with the subject-content of library collection, thereby making it unusable to users.

The implementation of good safety security practices is essential in preventing information threats/risks while improving productivity and decent work while at the same time reducing expenditure. The progressive integration of security principles into the resource center is a fundamental pre-requisite for the reduction of information loss and damage, (Lowry and Goetsch, 2001).

The essential pillars of an effective strategy on security include building and maintaining a preventive security and safety culture where the principle of prevention is accorded the highest priority; introduction of a systems approach to security management; ensuring that the right to a safe and healthy working resource center is respected at all levels. (Brown and Patkus, 2007)
1.3 Contextual backgrounds

Uganda Institute of Allied Health and Management Science formerly Mulago Paramedical schools is a public institution mandated to produce a competent and skilled allied professionals with the help of ministry of education and sport by the government of the republic of Uganda. It is a recognised institution of learning for the health care professionals and target to produce the best in the country.

Uganda Institute of Allied Health and Management Science-Mulago started in 1929 with a total number of 83 students as an in service departmental training service schools under different departments in Mulago hospital.

Mission

To produce quality competent and skilled allied health and management scientist in order to respond to the community needs, foster academic and professional growth in allied health and management scientist through training, developing and monitoring.

Goal

Improve institutional infrastructure facilities and educational programmes in order to meet the needs of its communities in line with government policies in health and education.

The library was established in 1929 in a single room with total collection of 53 books, only one member of staff as a library assistant because the numbers of students were few. As the number of students intake kept on increasing a new block was then constructed 1933 and the library was expanded and it was partitioned into fourteen rooms consisting of different sections like; open shelves containing books, reading a table and seats, one room is used for reference books, archive and one as the library office.

The users of the library include:-

- Staffs such as lectures of UIAHMS
- Medical students and,
- Researchers

Services provided in the library includes:-

- Borrowing
- Advisory services
- Reference
- Classification of books
Resources available at UIAHMS-Mulago:-

- Text books,
- Newspapers example new vision, monitor and red paper

UIAHMS-Mulago library is faced with a number of collection threats, among those threats are loss of books, vandalism, unauthorised use and mutilation. In such situation, the library fall victim of this type of unfortunate incidence of security threats and yet it can be very difficult to replace some of those information materials. Therefore, with the above security threats at UIAHMS- Mulago Library, this study will establish guidelines to secure information in order to combat security threats to ensure effective services in response to information need of the students, researchers and lecturers. The library policies like internet use, loan policies, information resource access policies, membership policies, Library protection policies needs to be implemented through forming proper guidelines.

Therefore, the implementation of library access and information use will help to secure library collection to ensure longevity, accessibility and timely provision of services to users satisfactorily.

1.4 Statement of the problem

UIAHMS-Mulago library, as one of the academic libraries is traditionally built to meet the needs of the students, lecturers and the university communities through the provision of qualitative and adequate information resources and services. Security management for prevention of incessant thefts of information resources at UIAHMS-Mulago library is posing a great problem especially in the area of book theft and mutilation. Poor security cannot cope with incessant pressure on the library by students who either steal or mutilate books/journals without regard for laid down library regulations. This has led to the loss of many valuable materials in the libraries. Rebecca (2009) says though “the library had to contend with some problems which are found to affect the entire quality of library services, facilities and information resources”. These are some of the issues that constitute the problem the researcher intends to investigate on the course of this project with the view of finding and making suggestion for improvement through establishing policies and information security guidelines for UIAHMS-Mulago library.
1.5. Purpose of the project

This project is mainly to assess the collection security threats at Uganda Institute of Allied Health Management Science-Mulago library and to establish the possible security guidelines to secure information materials.

1.6. Specific objectives of the project

1. To assess the status of collection at UIAHMS.

2. To identify security threats to information materials at UIAHMS.

3. To identify various causes of information threats at UIAHMS- Mulago

4. To propose security guidelines for information materials at UIAHMS.

1.7. Project outputs

1. State of collection security at UIAHMS

2. The threats to information materials at UIAHMS

3. Report on various causes of information threats at UIAHMS- Mulago

4. Report on security guidelines to be designed at UIAHMS.

1.8. Significance of the project

The project will be to establish all the security problems facing information materials at Uganda Institute of Allied Health Management Science- Mulago library.

It will also help to establish ways of ensuring and overcoming various security threats of information materials at Uganda institute of allied health management science-Mulago library.

The product of this project will be used to streamline security practices in the organization hence enhance standardization and uniformity, minimizes cost of operation and , it will be a contribution to knowledge and literature on how to secure information materials while avoiding man-made disasters (Evans et al. 1999; Shuman 1999; Aziagba and Edet 2008). To senior
librarians, the study will help identify different security guidelines (Saffady 2005), their threats and suggestions on how to overcome them.

1.9. Definition of key terms

**Information security.**
Information security is the protection of information, information bearing materials and minimizes the risk of exposing information to unauthorized parties. (Venter and Eloff, 2003)

The protection of information bearing materials i.e. book and non-book materials and information systems from unauthorized access, use, disclosure, disruption, modification, or destruction in order to provide confidentiality, integrity, and availability. (CNSS, 2010).

**Information materials.**
Library resources are the information bearing materials which enable the library to fulfill its goal of meeting the information needs of its users (Adomi, 2008).

**Library**
According to Nnadimele, (2005) a library is a collection of records of human culture in print and non- print book materials organized, housed and interpreted in by an information scientist or librarian to meet the broad varying needs of people.

**Collection security policy.**
According to Cronin (1980), is a “pre-requisite for handling collection security problems effectively and its practices should be supported with sound implementation.

A document that delineates the security management structure and clearly assigns security responsibilities and lays the foundation necessary to reliably measure progress and compliance (Kissel, 2006, p. 56).

**Threat.** Any circumstance or event with the potential to adversely impact information and information systems through unauthorized access, destruction, disclosure, modification of data, and/or denial of service (CNSS, 2003, p. 61).
CHAPTER TWO: LITERATURE REVIEW

2.0. Introduction

This chapter reviews literature in accordance to main objectives of the project. These include the following; assessing the status of collection of resources, threats to information materials, causes of information threats, Security guidelines to be designed.

2.2.1. Assessing the status of collection of resources.

The aim of university libraries is to provide access to information resources in both print and non-print formats. Balancing access and security in libraries is a difficult but a necessary task. A number of studies have described how crimes and security breaches incidences can affect the provision of library services to users. Lorenzen (1996) and Holt (2007) identified several such incidents, theft of physical materials; theft or alteration of data; and theft of money as major security crime in libraries. Other forms of breaches include non-return of items by borrowers, theft of library equipment, personal theft (from staff and users), verbal and physical abuse against staff and users, and vandalism against library buildings, equipment and stock destruction, all of which can directly or indirectly affects the provision of library services (Ewing 1994). Similarly, Lorenzen (1996) reported how different forms of collection mutilation such as underlining and highlighting text in library books, tearing and or removing pages of books and annotating in books margins can temper with the subject-content of library collection, thereby making it unusable to users. Wu and Liu (2001) identified the aim of a modern university library as largely to provide access to both print and non-print collections and this makes it necessary to develop a balance between ownership and access to information or knowledge. This can be achieved by proper planning strategy including the planning for access control in line with the security requirement and the present and future mission or goals of the parent institutions. Ajegbomogun (2004) identified the types of security breaches in university libraries, which included theft and book mutilation and reasoned the cause to security lapses, insufficient or limited number of essential materials, and user’s financial constraints. Ameen and Haider (2007) opined that access to collection is important as this service has supported scholarship in the humanities, sciences and social sciences and remains the key to intellectual freedom. Similarly, university libraries need to create an environment where primary resource materials are
respected, handled carefully, and returned intact to the collection so that they might be studied again in the future. Therefore, materials that are not meant to be used by patrons should not be accessible to them. For example, the unprocessed materials should be kept in a secured area; public access to special and rare collections should be monitored and physically protected to prevent vandalism, theft and other security breaches (Rude and Hauptman 1993). Studies conducted by Ajegbomogun (2007), Bello (1998), and Holt (2007) identified rare books, manuscripts and special collections as frequent target of theft and mutilation because of the special demand for in depth studies of such materials. The above studies indicate that the processes that handle access to collection such as acquisition, technical processes, circulation, shelving and storage of items in libraries need to be considered from the security perspectives and assessed by a collection security measurement instrument.

Most of the published literature on library security issues focuses on specific types of security breach. Theft, mutilation and vandalism are highly covered by research articles. Boss (1984) highlighted theft and arson as threats to collections and proposed that libraries formulate a planned security measure to protect their collections. Boss also identified physical weaknesses in libraries in terms of unsecured windows, faulty emergency exits, unstaffed computer rooms, poor policies and procedures, lack of security plans, poor security points (exits, loading areas, windows, special collections) inadequate loans and renewal periods, lack of security manuals and poor signage as some of the causes of security breaches. Ewing (1994) identified abuses in UK libraries, which included book and non-book theft, non-return of borrowed items, verbal and physical abuse, and vandalism against library buildings and properties. Ewing also reported an estimated Collection lost rate of 2.6% and that is between 1500 and 3000 books stolen annually. Abifarin (1997), Allen (1997) and Bello (1998) reported high rate of book theft, mutilation and misplacing of books in Nigerian academic libraries. They suggested measures to reduce the problems, which include tightening security at library entrances and exits, expulsion of students involved in theft and mutilation, provision of multiple copies of heavily used text, reducing the cost of photocopying, and periodic searching of students hostels and staff offices. Atkins and Weible (2003) believe that successful inventorying process helps identify missing items; however it may be dependent on the size of the library’s collection. They proposed using interlibrary loan (ILL) data failure cases to identify materials missing from a library’s collection.
instead. Brown and Patkus (2007) stressed that university libraries must ensure that access and storage areas for collection are arranged and monitored for quick and easy inspection. Special and rare collections in particular need to be stored separately, with separate folders within the collection so that they can be easily checked by the staff. Furthermore, a reliable and effective procedure for accessibility to such collection must to be created. Accessibility to library collections can also be enhanced by proper supervision and control of the library environment, especially designated areas for library assets. University library management must ensure that access to any area within the library is clearly defined and regulated. Staff should also enforce restrictions by challenging, in a non-confrontational manner, any unauthorized user found to be outside the designated public areas (Houlgate and Chaney 1992) These studies highlight the importance of considering the security aspects of physical and infrastructural perspective of library buildings and facilities to ensure collection security, thus implicating a factor that needs to be included in the assessment instrument.

Another factor is the human aspect of library security. This involves creating the right atmosphere for greater security awareness amongst library staff, users and the university community at large. Omoniyi (2001) found that both students and staff were often involved in collection theft and this may be due of their unawareness of the graveness of the thieving issue. Holt (2007) highlighted theft of library collections by staff as a real problem that libraries should address and not ignore because of the risk of bad publicity. Holt suggested several methods to deal with staff theft including the installation of high security lock systems, tightening of collection transportation and movement procedures, marking collections to indicate ownership, good record keeping and undertaking periodic inventories. He also highlighted the need for libraries to cultivate professional culture and behavior with regard to safeguarding the library’s collection and the need for library management to take the lead in developing an honest culture with reporting responsibility.

Brown and Patkus (2007) proposed a security plan that comprises these components: a written security policy; the appointment of a security manager; a security survey conducted to assess current and projected needs; identifying preventive measures; ensuring a secure premise for both during and after working hours; installation of a security system; ensuring collection security
through regular inventory; proper storage area; marking collections to establish ownership and instituting a tracking system of lost and over borrowed items; and managing, educating and training users and staff. The Association of College and Research Libraries (2006) proposed a guideline for the security of rare books, manuscripts and special collections. The guidelines proposed the establishment of proper governance by hiring library security officers who plan and administer security programs, prepare and spearhead written policies. The library is also advised to closely monitor the entrances and exits of special collection reading areas, making staff aware of collection security problems, providing training in security measures, monitoring users in the stacks, reading and reference areas, keeping adequate accession records, and aiding access through proper cataloguing records and finding aids. The importance of good and supportive governance with clear policies and procedures in order to maintain an acceptable level of collection security in libraries is therefore necessary. Other studies focus on security breaches like purposive miss helving of items, especially reference books (Alao et al. 2007), disruptive behavior as a result of drunkenness and drug addiction (Lorenzen 1996; Arndt 1997; Momodu 2002; Ajegbomogun 2004), natural and man-made disaster (Evans et al. 1999; Shuman 1999; Aziagba and Edet 2008) and demand outstripping supply, which may give rise to delinquent behaviour such as stealing, mutilating or using another user’s borrowing tickets Bello, (1998). All of which may subsequently remain a serious threat to the security of the library and its collection.

### 2.2.2 Threats to information materials

Ugah (2007) considers collection security breaches as formidable obstacles to information access and use. Such acts are serious problems that can result in user dissatisfaction. He identifies major security issues in libraries to include: theft and mutilation; vandalism; damages and disaster; over borrowing or delinquent borrowers; and purposefully displacing arrangement of materials.

Book theft is a major security issue in libraries, particularly in academic libraries, with special collections being the most targeted materials, (Bello, 2004; Olorunsola, 2001). A study conducted by Olorunsola (2008) on academic library security discovered a relationship between high rates of security problems and the growth of the university. Not all thefts are committed by patrons. Some library staff takes materials from the library without checking them out. This kind
of theft, according to Lorenzen (1999), is one of the hardest to prevent, since library employees know how to defeat the security system. Ewing (2000) describes theft as only one type of collection security breach. Others include non-return of items by borrowers, vandalism, and stock destruction.

Bello (1998) conducted a study on theft and mutilation in technological university libraries in Nigeria, revealing that there is a lack of security in university libraries. Users resorted to delinquent behavior because demand outstripped the supply of library material. These results in competition for resources, which invariably tempts users to steal, mutilate, or engage in illegal borrowing.

Mutilation is the defacement or damage of library materials. Mutilation of academic library collections has been reported by many researchers (Ajegbomogun 2003; Bello 1998; Lorenzen 1996). Mutilation or vandalism occurs when users knowingly tear, mark, or otherwise damage or destroy materials, (Quincy Public Library, n.d). Lorenzen (2000), observes that collection mutilation takes many forms, ranging from underlining and highlighting text, tearing and or removing pages, and tampering with the content. Lorenzen identifies several causes for mutilation, including:

2.2.3. Various causes of information threat
Afobi (2002) provides that library users, insects and animals, climatic conditions like rainfall that can wet the information material due to poor roofing of the structure, cause threats. She emphasized that recent studies have indicated that the greater that deface, tear information materials are human beings who are users/patrons. Lorenzo (2000) also observed that collection mutilation takes place in many forms ranging from underlying and high lying text tear or removal of pages. He further identifies several causes of mutilation including, students dissatisfaction or unfamiliarity with the library services, lack of knowledge of replacement cost and fine, he also says that few students thinks that mutilation and theft of library materials are not crimes. And he added that Poor Security which is attributed to under staffing where some organisations have two security personnel who run the morning and evening shift which implies that at any time the library is opened; only one security man will be on duty. This can be seriously inadequate in the library that serves about one thousand users
Abifarin (1998) also contributed that student steal or mutilate library material because of falls reasons like scarcity of library material, selfishness of other students and financial constraints for buying those expensive books.

Disasters are security issues that threaten library collections. Aziagba and Edet (2008) identify disasters as natural and man-made. We have little or no control over natural disasters, which come usually as a result of flood, landslides, earthquake, storm, cyclone, or hurricane. All of these have been experienced by universities in different countries. Flood and water damage are particularly threatening to library collections. Shuman (1999) describes flooding as abnormally high water flow, and it is generally conceded to be the most destructive and costly natural disaster libraries can experience. According to Evans, et al. (1998), disasters can destroy thousands of volumes within a short time. Insect infestation, environmental factors, and human cause constitute a serious security threat and may have devastating consequences. There is a need for constant security measures, such as vigilant staff and user education, to handle security threats cause by this type of disaster. Brown (2007) suggests coordinated policies to address all these threats.

2.2.4. Security guidelines for information materials

The literature on collection security shows that security breaches often happen when the library premises are left unsecured. Oder (2004) maintains that security measures such as supervision, patrolling, and surveillance are lacking in libraries and keys are kept unsecured, if not in plain sight of the users. Thomas (2000) notes that the major challenge for new or renovated space is to incorporate flexibility while providing a safe and secure library environment. Non-return of library materials is a threat to the effective use of resources. Udoumoh and Okoro (2007) suggest that libraries create policies to ensure library resources are used effectively.

Nkiko and Yusuf (2008) observe that information is an essential part of a nation's resources and access to it a basic human right. Information is not only a national resource but also a medium for social communication. With declining budgets and higher subscription cost, it is becoming difficult to meet the demands of library users Thanuskodi (2009). Libraries should therefore ensure the security and safety of their collections.
These problems indicate the need to determine the current state of collection security and in academic libraries. Library and information managers must have a clear vision and focus on the contemporary reality of security breaches in university libraries, especially those targeting the collections. This is one of the many things librarians should concern themselves with; if they are to successfully manage a flourishing and efficient library.

2.3. Research gap
A lot of research has been carried out however there is no single project that was carried out about information security guidelines at UIAHMS-Mulago library. It is for this reason that the researcher is carrying out the project to fill the research gap left concerning information security.
CHAPTER THREE: METHODOLOGY

3.0. Introduction
This chapter included detailed discussion of the research design, area of study, Geographical area, Study population, Sampling method, Sample size, sources of data, selected methods, techniques and procedures that were used to obtain data for this project.

3.1. Research design
Kothari (2009) states that research design are frameworks that show how problems under investigation were solved. Research design is a plan of action indicating the specific steps that are necessary to provide answers to the questions test the hypotheses and there by achieve the research purpose. The researcher will use qualitative approach of research to obtain data from the respondents

Qualitative method involved, analysis of data got from the literature reviews, the textbooks journals that are relevant to the project.

Quantitative method was used informs of questionnaires, interviews, and observations, graphic representations, with primary and secondary was collected.

3.2. Geographical area
The project is to be carried out at Uganda Institute of Allied Health Management Science-Mulago. The project focused mainly on security guidelines of information materials with objectives such as to assess the status of collection. To identify security threats to information materials at UIAHMS, to find out the challenges faced while securing information materials at UIAHMS, to propose security guidelines for information materials at UIAHMS.

However, this was beneficial to other departments at UIAHMS and different stakeholders like librarian and users themselves.

3.3. Study Population
Project population is a group of individuals, objects or measurements having observable characters, Kikinada, (2000). Project population is a group of individuals, objects or items from
which samples are taken for measurement. The sample population may include researchers, library staff, patrons and administration.

3.4. Sampling Method

This survey was distributed to the resource center staff, management staff and users as well. It involved mainly the resource center that consisted of staff members from the above departments.

The subjects was chosen using quota sampling, as every employee in the position analyzed within each sector was included as a subject.

All surveys were administered through internet and paper questionnaires, respondents were employees allowed to hide their identity, which improved the response rate.

3.5. Sample Size

According to Ngulube (2005), a sample size is the selected members or part of the entire population to be obtained data. The sample drawn makes a sample size.

In this particular study a sample of 38 participants was chosen these included 3 library staff, 3 administrators, and 14 patrons as shown in table 1 below.

3.5.1 Table 1: Sample size

<table>
<thead>
<tr>
<th>Options</th>
<th>Frequency</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Librarians</td>
<td>3</td>
<td>15</td>
</tr>
<tr>
<td>Administrators</td>
<td>3</td>
<td>20</td>
</tr>
<tr>
<td>Patrons</td>
<td>14</td>
<td>70</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>100</td>
</tr>
</tbody>
</table>

*Source: Field data, (2017)*
The above table and graph show that many patrons constituting 70% were interviewed than librarians and administrator with both of them having 15%.

3.6.1. Sources of data

Data was collected from two main sources;

Primary data will be through pre-coded self-administered questionnaires to staff members under each department in consistence with the previous studies conducted in the same area (Nowier, 2009 and Dr. K. Chandrasekhar, 2011)

Secondary data was collected by reviewing works done by other researchers in a similar area of this project. This work was got from the internet, libraries, newspapers, magazines, textbooks and journal articles.

3.6.2. Instruments of Data Collection

A number of tools like a pen, a paper and a ruler for questionnaire during collection of data. Both primary and secondary data were collected and the major tools used included:
3.7. Data collection method

Merriam (2009) defines data as nothing more than ordinary bits and pieces of information found in the environment.

In gathering data relevant to this project, the researcher used some methods of data collection and the following data collection methods were used. Interview method and observation method of data collection was the priority to get the reliable data for the project

3.7.1. Questionnaire method

Chaleunveong, (2009) define questionnaire as a data collection tool in which written questions to be answered are presented to the respondents in a written form requiring only short answers.

Here the researcher used open questions to which the respondent answered directly by filing in or ticking where appropriate. Questionnaires were both structured and unstructured because it gave freedom for respondents to decide on the aspect, the form, detail and length of the answer. The questionnaire will be personally administered to the librarian.

3.7.2. Interviews

Demarrias (2004) defines an interview as a process in which a researcher and a participant engage in a conversation mainly focusing on a question related to the project. An interview is engaged to understand people’s perspectives, perceptions, feelings and thoughts (Patton 2002). The researcher will use this method of data collection to obtain information from the staff of UIAHMS-Mulago library and users. This method was used to get some information that could not be clearly instituted by observation. This method enabled the researcher to obtain first-hand the information directly from the source and ensure quick feedback mechanism.

3.7.3. Observation method

This is the use of naked eyes to view phenomena of activities as they happen. Observation can also be defined as a purposeful examination of research phenomena for gathering data; it involves the use of sensory organs to make sense of the of the project phenomena. Katebire, (2007), this method was used by the help of observing check list in order to eliminate biasness from the method caused by respondents. Participants’ observation is also more striate forward. In
order for the researcher to obtain, first-hand information required for this project he will use participant observation.

3.7.3.1 Data quality control:

According to the encyclopedia of survey research methods (2008), the term quality control refers to the efforts and procedures that survey researchers put in place to ensure the quality and accuracy of data being collected using the methodologies chosen for a particular study. Quality-control efforts vary from study to study and can be applied to questionnaires and the computerized programs that control them, sample management systems to ensure proper case processing, the monitoring of appropriate interviewer behavior, and other quality-control aspects of the survey process, all of which can affect the quality of data and thus the results.

This process was used after the data quality assurance process, which consists of discovery of data inconsistency and correction. The researcher used several methods to identify information inconsistencies. Data quality control establishes safe information usage.

In this case the researcher used interviews and respondents were selected clearly to ensure quality, purposive sampling was also used to eliminate biases.

3.7.3.2. Validity

Validity was used to measure the extent to which the instruments used during the project developed under close guidance of the supervisor. After the questions are designed, they were pre-tested to a tenth of the resource center in the sample. This helped to identify ambiguous questions in the instruments and to re-align them to the objectives.

3.7.3.3. Reliability

Reliability is the extent to which the measuring instruments were to produce consistent scores when the same groups of individuals are repeatedly measured under the same conditions. The project was administer on one type of questionnaire to all subjects and using Cronbach reliability test, the scale reliability was applied through two concepts, namely repeatability and internal consistency. Questionnaires contained different questions asking about the same thing but in different forms. For internal consistency, the split half method was used.
3.8. Data Analysis

Data was compiled, sorted, edited, classified, and then entered into the computer for analysis. Since the instruments were pre-coded, coding was not necessary at this stage. The sorting and editing was done to ensure completeness and accuracy of the data.

GNU PSPP (Linux version of SPSS) software was used to analyze the data. Frequency distribution tables were used to present the departmental profile of respondents. The simultaneous multiple regression analysis was used to identify the factors influencing creativity and ability to perform.

3.9. Ethical issues

These are required behaviors in the field of research ethical consideration range from place to place and person to person. For the case of my research, I hope to speak the language that is well understood by the respondents. The researcher did not use any slang, jargons or nonverbal language in different ways and kept time during interview.

The researcher did not Condon so much the confidentiality and privacy of the information and he ensured that the information provided would only be used for academic purposes and the purpose was to avoid worrying the respondents.

3.10. Limitations

Questionnaire design and results depend on employees’ perception, which has been implemented in order to analyze the need for security guidelines at the ministry resource center; hence, it was not easy to obtain a general perception about the project. More so not all the staff returned the questionnaires supplied to them.
CHAPTER FOUR: DATA PRESENTATION AND ANALYSIS

4.1. Introduction

This chapter presents and discusses findings from the study, it discusses the existing system and its weaknesses, assessment of the need for the proposed system and its requirements, library user needs, and the challenges of the library from the data collected through the various data collection instruments. Information obtained from the field is going to be presented in form of graphs, tables and pie charts.

This chapter presents and discusses the findings as per the objectives below:

1. Report on the status of collection at UIAHMS.
2. Report on security threats to information materials at UIAHMS.
3. The various causes of information threats at UIAHMS- Mulago
4. Report on the security guidelines for information materials at UIAHMS.

The researcher distributed 20 questionnaires of which 3 were addressed to the librarians, 3 questionnaires to administrators at the UIAHMS-Mulago Library, 14 to patrons. This is because UIAHMS Library basically provides information that is connected to academics reports, that’s why the researcher focused on those respondents.

4.1.2. Gender distribution of respondents.

According to the World Health Organization (2011), Gender refers to the socially connected characteristics of women and men such as norms, roles and relationship of and between groups of women and men.

4.1.3. Demographic characteristics of the respondents

The library users of UIAHMS comprise of both the male and female. The researcher distributed 20 questionnaires of which 14 were addressed to male and 6 questionnaires to female. According to the research carried out at UIAHMS Library is mostly used by males than the females. This is because the male library users tend to have a lot of time to visit the library than the female. The users are much more interested in other services that are provided by the UIAHMS Library.
Table 2: The findings in the demographic structure have.

<table>
<thead>
<tr>
<th>Gender</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>14</td>
<td>70</td>
</tr>
<tr>
<td>Female</td>
<td>6</td>
<td>30</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Field data, (2017)

Figure 1: Pie showing the gender distribution

Source: Field data (2017)

Graph above indicates that out of fifty-one respondents, 36 (70%) were male and 15 (29%) were female. The researcher observed that during the time he spent at UIAHMS Library, mostly males were frequently checking in and out Therefore the results indicated inequity in favor of men and this showed that the library is mostly used by the male. This further show that the information that was collected by the researcher mostly was from the males.

4.1.4. Interview analysis.
Agreeing with Hoyle and Harris (2010), an interview is defined as a means of direct questioning, is the face -to -face conversation between an interviewer and the respondent.

Procedure
The researcher administered the instrument with the assistance of some librarians at UIAHMS-Mulago library. A total of 38 copies of questionnaire were administered to the librarians,
administrators and patrons. From the 4 questionnaires distributed 20 (62.5%) were filled and returned. Completed questionnaire were analyzed using frequency counts and percentages. Respondents who were interviewed included the librarians, Library administrators and few library users. The response rate of the interview is as seen in the table 3 below.

Table 3: Response rate

<table>
<thead>
<tr>
<th>Category</th>
<th>Planned interview</th>
<th>Response rate</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Librarians</td>
<td>5</td>
<td>3</td>
<td>60</td>
</tr>
<tr>
<td>Administrators</td>
<td>4</td>
<td>3</td>
<td>75</td>
</tr>
<tr>
<td>Library patrons</td>
<td>14</td>
<td>14</td>
<td>100%</td>
</tr>
</tbody>
</table>

*Source: field data, (2017)*

Figure 3: A pie chart showing respondents rate

*Source: Field data, (2017)*
Table 4: Forms of information resources at UIAHMS-Mulago library

<table>
<thead>
<tr>
<th>Options</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text books</td>
<td>14</td>
<td>70%</td>
</tr>
<tr>
<td>Micro forms</td>
<td>3</td>
<td>15%</td>
</tr>
<tr>
<td>Others</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Electronic</td>
<td>3</td>
<td>15%</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>100%</td>
</tr>
</tbody>
</table>

Source: field Data, (2017)

Figure 4: forms of information resources at UIAHMS-Mulago library.

The above table and figure 4 it shows that text books has the frequency of (14) respondents representing 70%, and micro form and electronic information both sharing 15%. The response shows that a mostly available form of information resource is text book and the most vulnerable to threat.

4.2. The status of collection at UIAHMS-Mulago library?

These reveal the views of the library staff, security personnel and users on the status of collection.

Majority affirmed that the status of collection security at UIAHMS –Mulago library need to be improved. They confirmed that much is missing in the security of information material,
equipment’s like bard ID reader, fire extinguisher and surveillance cameras, CCTV for watching and monitoring activities in the library. The security personnel when interviewed they said that library resources are secured since they are always there day and night controlling the entrance and exit points.

**Table 5: Report on the state of collection at UIAHMS-Mulago library.**

<table>
<thead>
<tr>
<th>Options</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Materials in good conditions</td>
<td>5</td>
<td>28</td>
</tr>
<tr>
<td>Tainted materials</td>
<td>6</td>
<td>33</td>
</tr>
<tr>
<td>Missing pages</td>
<td>4</td>
<td>22</td>
</tr>
<tr>
<td>Yellow pages</td>
<td>1</td>
<td>5.5</td>
</tr>
<tr>
<td>Missing books</td>
<td>2</td>
<td>11.5</td>
</tr>
<tr>
<td>Total</td>
<td>18</td>
<td>100</td>
</tr>
</tbody>
</table>

*Source: Field data, (2017)*

**Figure 5: A pie chart showing the state of collection.**

The above results show that the biggest percentage of information materials at UIAHMS-Mulago library are stained taking the percentage of 33%, this was followed by the materials in good conditions having the percentage of 28%, the report also shows that books with missing pages takes the percentage of 22%, followed by 11.5% for missing books, and books with yellow pages takes 5.5%. During this project the researcher observed that there was bending of corner of paper
or inserting pencil or biro into pages. Also opening of books back to back, tearing of relevant pages

**Condition of the materials**

“When interviewed the librarian provided that they are always conscious about security of library resource, however few they in number, but the main problems comes in that users are always removing book pages, this makes it very difficult to trap them with the absence of surveillance cameras at UIAHMS-Mulago library, she added that staining is always a result of shelving books tightly and using metallic shelves due to few shelves in the library”

However the librarians showed a need for a library revision and implementation of the library policies when one of them said

“At least it will help to satisfy the needs of our users reducing students disrespect for the library staff and the library resources in general”

**Another librarians’ statement about the current status**

“The crimes, which are committed by some users of UIAHMS- Mulago library libraries, have deprived many others from fully achieving their information needs. Vandalism, mutilation, defacement, theft, is problems regularly encountered by the materials of these libraries, these have led to poor status of book and hence users complain but we are looking forward to employ security personnel to patrol through the library during the open hours.”

The researcher observed that a number of information resources were in bad condition and there is need for security improvement.

**4.3 Report on threats to information resources at UIAHMS-Mulago library.**

Respondents were asked to provide their opinions on what they consider as threats to information materials at UIAHMS-Mulago library. The following were a representation of their response.
Table 6: Report on the threats to information materials.

<table>
<thead>
<tr>
<th>Opinions</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theft and mutilation</td>
<td>13</td>
<td>65%</td>
</tr>
<tr>
<td>water</td>
<td>2</td>
<td>10%</td>
</tr>
<tr>
<td>Insect infestation</td>
<td>5</td>
<td>25%</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>100%</td>
</tr>
</tbody>
</table>

Source: Field data, (2017)

Figure 6: A pie chart showing threats to information materials

Source: Field data, (2017)

From the table and the pie chart above, it is clear that the biggest threat to information materials at UIAHMS-Mulago library is threat and mutilation as indicated above taking the higher frequency of (13) respondents and 65%. In addition, the library staffs provided that the amount of theft that comes from checking items out but never returning them is a greater problem than theft via the gates. This is followed by water that is said to be from the roof leaking and mainly through the windows that are not properly fixed; water has taken (2) frequencies representing 10%. Lastly, insect infestation that took (5) frequencies representing 25%, this implies that library security policies are not implemented evidenced on the table below.

During an interview with the principal librarian he said.

"we are trying as much as possible to hire a security guard, whose work will be designated as staff member that will perform patrol function very soon to check on theft and mutilation of our
resources because the materials in this library are very expensive to buy and replace, we always try check on our users at the entrance but some time we don’t due to our number”.

4.4. Report on various causes of information threats

The library staffs were asked to give their views on threats to information materials.

Table 7: report on various causes of threats

<table>
<thead>
<tr>
<th>Causes</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scarcity of information materials</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>High cost of reading materials</td>
<td>3</td>
<td>15</td>
</tr>
<tr>
<td>Users dissatisfaction with library services</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Weak library policies</td>
<td>7</td>
<td>35</td>
</tr>
<tr>
<td>Temperature</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Inadequate security equipment</td>
<td>4</td>
<td>20</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Field Data, (2017)
Respondents revealed that the causes of threat to information materials at UIAHMS-Mulago library. Users provided that staff has failed to implement security policies in the library, majority of respondents agreed that due to weak library policy, there if high loss of library resources as indicated on the table above showing seven respondents representing 35%, this is followed by inadequate security equipment has 4 respondents representing 20%. Where they provided that UIAHMS-Mulago library still does not have cloakroom bag storage allowing users to enter the library with their bags. In addition, library users provided that high cost of learning materials which took 3 respondents representing 15% has also contributed some percentage to the threats of information materials at UIAHMS-Mulago library, that was followed by users’ dissatisfaction with library services and scarcity of information materials both had (2) respondents representing 10% followed by unfriendly temperature that took only one respondent in support representing 10% in this project and user dissatisfaction 10%.

It was here indicated clearly that the major caused of threat to information materials at UIAHMS-Mulago library is weak library policy that should be revised and implemented curb down the threats to information materials.

The above findings are based on the questionnaire responses of the users involved in the study however it’s important to note that though the questionnaires were 20 in total only 20 were used for this project. However during the interviews one of the librarians said:
“we are having a problem with the structure design in that there is no room for cloak bag storage because of the size of this library structure; We never seem to rest especially during examination time when most of the users comes in many numbers and this makes it difficult to monitor them and checking them at the exit point since we are few.”

Another librarian said;

“There is need for new security policies of this library and previous one should be reviewed and implemented since some of us do not know our responsibilities. She added that we are considering leaving one small room for keeping bags of our user so that they stop entering inside with the bags”


Staffs were asked to give their views on security guidelines for library information materials on the table below.

**Table 8: Showing guidelines for information materials**

<table>
<thead>
<tr>
<th>Security guidelines</th>
<th>Respondents frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security alarm and electronics</td>
<td>7</td>
<td>37</td>
</tr>
<tr>
<td>Security personnel</td>
<td>5</td>
<td>26</td>
</tr>
<tr>
<td>Making more copies of information resources</td>
<td>3</td>
<td>16</td>
</tr>
<tr>
<td>Physical barrier, lock and key security</td>
<td>4</td>
<td>21</td>
</tr>
<tr>
<td>Total</td>
<td>19</td>
<td>100</td>
</tr>
</tbody>
</table>

*Source: Field data, (2017)*
The above results show that the biggest percentage of the respondents which is 37% provided that security alarm and electronics like closed circuit television (CCTV) security monitoring systems where appropriate, surveillance cameras among others, this was followed by security personnel which had five (5) respondents representing 26%, followed by physical barrier, lock and key security that had four (4) respondents representing 21% and finally making more copies of information materials where three (3) responded representing (16). These make it clear that there is need for security alarm and electronics. These project results indicated that was no security guideline for information materials at UIAHMS-Mulago library. This was made clear during the interviews when one of the librarians said “We do not have proper security guidelines in this library.”

During an interview with one of the librarian on what is needed at UIAHMS-Mulago library she said:-

“Using closed circuit television (CCTV) security monitoring systems where appropriate. If a person is appointed to watch and monitor, that individual must be very responsible and have a very high and consistent ability to recognize problem situations or conditions that require security attention in real time.”

Another librarian said:
“Sufficient staffing includes consideration of adequate security coverage during breaks, shift changes, illnesses, and days off, weekends, holidays, and other absences. Additional security personnel may be required when there are significant general or specific threats and risks to collections or the library.” In her continuation;

“Successful library security programs are based on clearly defined and well communicated behavior policies for users and staff and these policies should be reviewed by the library’s legal counsel and approved by the library’s governing body to make their work easy.”
CHAPTER FIVE: INFORMATION RESOURCE SECURITY GUIDELINES FOR UIAHMS MULAGO LIBRARY

5.1. Introduction

5.1.1 Security guideline: A document that delineates the security management structure and clearly assigns security responsibilities and lays the foundation necessary to reliably measure Progress and compliance (Kissel, 2006, p. 56).

5.2. The library security policies

For UIAHMS-Mulago library to be successful, library security programs should base on clearly defined and well-communicated behavior policies for users and staff. Although these guidelines do not explicitly refer to “rules of conduct,” the assumption is that the library has a set of rules governing users and staff conducts. Please note that these policies should be reviewed by the library’s legal counsel and approved by the library’s governing body.

5.3. Security Training

This factor involves the human or people aspects of the model, particularly programmes involving staff being trained, retrained and made aware of policies and procedures on collection security management processes. This should include security awareness being formalized in organisational policy and procedures and communicated to every employee who works with information resources (Saffady 2005). It stipulates the need to determine collection security roles and responsibilities UIAHMS library and ways to handle, supervise and monitor qualified and trained staff. Staff’s knowledge of the availability of training programmes will help them handle security incidences, prepare reliable and useful reports.

5.4. Security Personnel

As part of the security plan, the library security team should evaluate the value and need for security personnel, during both normal working hours as well as after the library is closed. Security personnel typically patrol within the facility as well as on the grounds and operate any implemented CCTV system. The security guards may also be used to enforce appropriate library access at the main lobby all these shall help to overcome threats at UIAHMS-Mulago library.
5.5. Window Protection

There are many types of window security including locks, guards, grilles, bars, screens, and films. Window locks should be fitted to all windows that can open and are accessible without the means of a ladder. For best control, these windows should be secured by key-operated locks (not just a simple latch). This includes all ground floor windows, windows above garages or other roof tops, windows near to walls or pipes or other structures, which could be used to access the window. Generally, any window over 60cm. in height (approximately 24 inches) should be fitted with two key-operated window locks to prevent forced opening. If the security risk assessment investigation determines that the library location has the potential for burglary through windows or vandalism to the windows, then guards, grilles, bars, security screens, or security films should be installed. Securing the window through the use of guards, grilles, or bars is not always architecturally acceptable, although they can be a cost-effective solution in certain circumstances.

5.6. Door Protection

Door protection includes cylindrical locks, deadbolts, mortise locks, and gates. A cylindrical lockset fits into a large hole bored into the door’s face with the keyhole in the door knob. The latch assembly is locked and provides the securing of the door, though this type of lock provides the least amount of security in door protection. The addition of a deadbolt provides enhanced protection by increasing the metal support into the door jam. The throw of the deadbolt should be at least one inch. A mortise lockset fits into a rectangular pocket in the door’s edge and usually has a deadbolt that is an integrated part of the locking mechanism. When you turn the key from the outside, it releases both the knob and the deadbolt.

5.7. Securing the Library and Information Resources Using Surveillance camera

According to Aina (2004), library resources or materials must be safe; hence security devices must be made available by libraries to ensure that the materials are not stolen or mutilated.”

CCTV cameras use small high definition color cameras, but by linking the control of the cameras to a computer objects can be tracked semi-automatically. the technology that enable this is often referred to as VCA (video content analysis) and is currently being developed by a large number
of technology company around the world and can be adopted by the library for the purpose of securing their resources. These current technologies enable the system to recognize if a moving object is a moving person or a crawling person. It can also determine the movement of people i.e. Staff and users within the storage area of the library as to how they are moving and whether they are assessing library resources or just reading. Based on this information, the system developers implement features such as blurring faces of “virtually wall” that block the sight of a camera where it is not allowed to film. It is also possible to provide the system with rules, such as for example “sound the alarm whenever a person is walking close to the shelves area of the library without authorizes access.

5.8. Environmental design

Entrances and exits from the library are a particular concern with regard to theft of library materials. When designing a new library, the ideal arrangement is a single point of entry to the secure area of the library resources. Magnetic theft detection devices are placed at this location to sound and alarm if unchecked library materials are taken through this point of control to reduce the opportunity for and fear of crime and disorder.
CHAPTER SIX: SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

6.0. Introduction

This chapter introduces the summary of the project, the conclusion based on the findings, and some recommendations. This study was meant proposes resource security guidelines for UIAHMS-Mulago library. The methods used for data collection included questionnaires, interviews and observation. The findings for the study were based on the following objectives:-

1. To assess the status of collection at UIAHMS-Mulago library
2. To identify security threats to information materials at UIAHMS-Mulago.
3. To identify various causes of information threats at UIAHMS- Mulago library
4. To propose security guidelines for information materials at UIAHMS-Mulago library.

6.1 Summary

Theft and mutilation of books are certainly not new developments of our time. Such acts can be traced as far back as 539BC in Egypt when the Persian conquerors removed rolls of papyri from the Library of Ramses II around 41BC. During the middle ages, Library books were chained locked to prevent them from theft. From the earliest time to the present, Librarians are bothered on how to ensure the protection of Library materials from theft and damages. As custodians of library materials and resources, Librarians owe an obligation to their patrons and users to preserve the library’s stocks. A depletion of available materials means a reduction on how they can serve and satisfy the needs of the patrons. Besides, non-availability of library materials might connote inefficiency on the part of librarians and other information managers who keep such materials. This project takes a look at the ways UIAHMS-Mulago library handled the problem to secure information resources. A questionnaire was administered to library staff of the university. It was discovered that the institution was aware of this problem and are making certain efforts to ensure the security of library materials but the efforts are not good enough as the problem is not close to being well tackled.
6.2 Conclusion

Important of information resources cannot be over-emphasized, man depends on library resources for knowledge and new ideas are projected through the use of library resources. The data collected in this project revealed the various security lapses and ways library loses its materials through theft and mutilation. It was discovered that security system applied in university libraries have not been really effective, there is still much to be done in ensuring a well secured library and an opportunity for the future generation to share in the knowledge of today. It was further discovered that other contributing factors observed include limited number of copies of library materials, high cost of books and non-book materials and absence of photocopy machine in the libraries. In this Gojeh (1999) corroborated this finding when he said that “loss of library materials reduces the efficiency of libraries”. Aguolu (2002) also stated that “high incidence of book-theft and mutilation gradually depletes information resources and reduces the librarian effectiveness”. Therefore, there is need to preserve and maintain library information materials at all cost.

6.3 Recommendation

1. Provisions of photocopying services in the library to enable library users make quick photocopies for their need of library materials.
2. The university library should provide adequate library materials to meet the information needs of users.
3. The library should provide stable and uninterrupted power supply in order to maintain the electronic security network and other ICT equipment.
4. Stiff penalties should be well spelt out for dishonest users associated with theft, mutilation, illegal removal of library materials or vandalism.
5. Orientation on how to effectively use library services should be organized regularly for all library users.
6. Using electronics books in the library, especially for high-demand, latest-edition texts: book theft will be reduced by transferring a ‘high risk’ physical item into an electronic version that cannot be illegally removed from the premises.
7. The library security personnel should be placed in strategic position in the library so that strict compliance to the library rules and regulations would be ensured among the library users.

8. Male and female security personnel should be employed to ensure that a thorough search takes place for both male and female students at the exit of the library.

9. Departmental libraries should be established in the university to reduce the pressure on the main library; more books will be made available for the users in the process.

10. More closed circuit television (CCTV) system should be increased so as to minimize the menace of book theft and mutilation.
REFERENCES


APPENDICES

APPENDIX A

QUESTIONNAIRE GUIDE FOR USERS

Questionnaire
My name is Edonu Julius a third year student perusing a bachelor degree in library and information science at Makerere University, I am conducting a research project about information resource security in your library, I kindly request you to fill those questions so that I can know the state of information resources at UIAHMS-Mulago library.

SECTION A

(Please tick the appropriate answer in the box provided)

1. Which is your gender?
   - Male □
   - Female □

2. What is your title?
   - Librarian □
   - Administrator □
   - Patrons □

3. How many times do you read in the library in a week?
   - Once □
   - Twice □
   - Thrice □
   - More □
4. Which forms of library materials does UIAHMS-Mulago library have?

Books ✓
Electronic materials ✓
Microforms ✓
More ✓

5. How do you rate the state of information resources security at UIAHMS-Mulago library?

Materials in good condition ✓
Tainted materials ✓
Missing pages ✓
Yellow pages ✓

SECTION B

6. Do you have to identify yourself before entering the library? Yes or no, what do you present?

Have ever passed the library exit without being checked? If yes, how many times

.................................................................
.................................................................
.................................................................

..............
APPENDIX B

Interview guide for the library staff of UIAHMS-Mulago.

Greetings and introduction

1. What is your job title?
2. What is your job description?
3. Are there policies at UIAHMS-Mulago library?
4. What is the status of collection in your library?
5. Are there threats to information resource, if yes what are they?
6. What are the causes of those threats mentioned in question 5 above?
7. Are their equipment’s for curbing down those threats?
8. Is there information you would want to add on to this project?

THANKS FOR YOUR PRECIOUS TIME
APPENDIX C

Observation guide for the researcher

1. What is the status of information resources?
2. Is there written library policies?
3. Are there recorded information resource insecurity at UIAHMS-Mulago library?