

**PROBLEMS AND PROSPECTS OF
AUTOMATING PUBLIC LIBRARIES:
A study of the Accra Central Library.**

BY

ELIJAH AKUAMOAH MENSAH

**A Dissertation submitted to the Department of Information Studies in
partial fulfilment of the requirements for the award of a Master of Arts
Degree in Library Studies.**



University of Ghana, Legon

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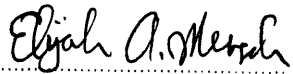




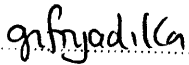
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Apart from the suggestions received from my supervisor, I am fully responsible for any shortcomings and imperfections found in this study.



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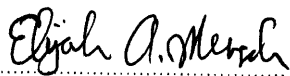


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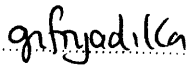
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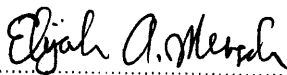


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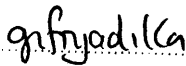
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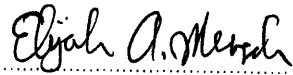


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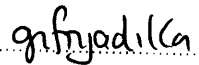
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Elijah Akuamoah Mensah (Candidate)



Mrs. Gifty Adika (Supervisor)

DEDICATION

THIS WORK IS DEDICATED TO MY DAUGHTER MAAME OWUSUA AND TO MY WIFE FOR
HER UNDERSTANDING AND ENCOURAGEMENT.

TO MY GRAND MOTHER WHO HAD LIVED LONG ENOUGH TO
SEE THE FRUITS SHE SOWED SOME DECADES AGO.

TO MY PARENTS, BROTHERS AND SISTERS FOR THEIR
ENCOURAGEMENT AND ASSISTANCE.

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LIST OF ABBREVIATIONS

ALS	-	Automated Library Services
CD-ROM	-	Compact Disk Read Only Memory
CLSI	-	Computer Library System Incorporated
CTI	-	Computer Translation Incorporated
DRA	-	Data Research Associates
DSI	-	Dataphase Systems Incorporated
GULS	-	Gaylord Universal Library System
GIS	-	Ghana International School
GLB	-	Ghana Library Board
ISDS	-	International Serial Data System
MARC	-	Machine Readable Catalogue
OPAC	-	On-line Public Access Catalogue
SOS-HGIC	-	SOS Hermann Gmeiner International College
USIS	-	United States Information Services
VDU	-	Video Display Unit

ABSTRACT

The explosion in the quantity of information in this era of Information Technology calls for a new response in public library operations. Public libraries as information centers, must automate their operations in order to meet the challenges of today's information provision.

This study was conducted to investigate the prospects of automating public libraries, the problems that hinder automating public libraries with particular reference to the Accra Central Library.

The methodology adopted for the collection of data was the cross-sectional survey. The results of the study indicate that, among the problems hindering the automation of the Accra Central Library are lack of adequate funds from the central government to mechanize it's library operations, attitude of the library staff for a change and shortage of qualified personnel to operate computer systems. The study revealed that, prompt and efficient provision of information is among the prospects of library automation.

Based on these conclusions, recommendations were made to the central government and to public library administrators on procedures to guide automating public libraries in view of the current information age in which we find ourselves.

1.0 CHAPTER ONE

1.1 INTRODUCTION

Prompt and efficient provisions of information or documents are the most important functions of the library today. Librarians have worked for a long time toward performing these functions more effectively and satisfactorily in the service of users.

Recent developments in information technology related to the production, transfer, processing and presentation of information based on a combination of computer telecommunication technologies has opened a new way for automation of libraries.

The Librarian Thesaurus (1990) defines automation as "the automatic operation or control of processes, equipment or systems. It includes the totality of mechanical and electronic techniques and equipment used to achieve such operation or control. In libraries, it is a tool used to make procedures more efficient and materials more available and to provide services not previously possible using manual methods".

Libraries are generally categorized according to their clientele or the institution they are mandated to serve. Conceptually, a public library is an agency established by a municipality, county or region to provide materials and services to all residents within the jurisdiction (Murison, 1988). In some cases, state statutes legally define public libraries. In the United States, funding for public libraries comes primarily from the local authorities, with the state and federal sources possibly providing additional funding.

Public libraries are acknowledged to be an indispensable part of the community life as promoters of literacy, providers of a wide range of reading for all ages and centers for community information services. They provide well-stocked reference libraries and a wide range loan services based on systems of branch libraries.

The explosion in the quantity, cost and communication of information in this era of information technology calls for a new response in public libraries operations. Among these must be a willingness to embrace new technology and accept change. Wilson (1988), emphasized that majority of the problems in information centers such as libraries are being overcome with the introduction of computers in libraries operation. Therefore it has become prudent to many information servers that library automation is the answer to today's information explosion.

Some libraries in Ghana have either partially or fully automated their operations. According to Kedem (1990), library automaton in Ghana around the late 80's and early 90's was relatively a new concept and not much was done to use the computer for information storage and retrieval. but today, libraries have gained some awareness of the great potential to which the computer can be used in the library. The partial automated libraries in Ghana include University of Ghana's Balme Library, British Council Library, United States Information Services (U.S.I.S.) Martin Luther King Jr. Library whilst the fully automated libraries includes SOS-Hernann Gmeiner International College's (SOS-HGIC) Library and Ghana International School's (G.I.S.) Library. Unfortunately, none of the state-owned public libraries in Ghana have automated their operations. however some

special and academic libraries have either partially or fully automated their operations. (Kedem, 1990).

Hassan (1992), pointed out that, many libraries have found over the years that, they have been unable to recruit more library staff but that their workload have increased in the library patrons or by acquiring more or by the library and it's services being used more. In order to cope with such a situation, many libraries have decided to use computer systems.

1.2 STATEMENT OF THE PROBLEM

The Accra Central Library, the largest public library in Ghana finds it extremely difficult serving the public adequately as a result of the continual usage of manual methods in its library operations. The challenge of efficient service delivery in today's information provision calls for automation of library processes. According to Hassan (1992), automation of libraries processes have been known to reduce cost, save time and energy and enhances efficiency in many library operations. Despite these benefits, it is not easy to automate public libraries. It is also an extremely expensive project. Looking at the funds public libraries in Ghana receive from the central government, these funds are woefully inadequate to share computer services and combined individual library systems into totally integrated system. (Mason, 1971).

The main focus of this research is to highlight the prospects and problems of public library automation and make suggestions on the best approach for automating the Accra Central Library's operations.

1.3 PURPOSE OF THE STUDY

Using computers to provide access to information has become the principal goal and coping with this new technology is the principal demand of many information centers today. The development of computer – based library system has been to save money, time, energy and provide better services to both library staff and library users at a lesser or no cost at all. This means public libraries in Ghana need to change the manual – based library operations in order to achieve better services associated with computer – based library operations. Again, computer – based library systems are known to put economic constraint on most libraries. (Brett, 1996). Therefore the purpose of this research is to highlight the prospects and problems of public library automations in Ghana.

1.4 OBJECTIVES OF THE STUDY

The objectives of the study are to;

- (a) Investigate plans for automating the Accra Central Library if any;
- (b) Identify existing library facilities;
- (c) Identify factors that militate against automation in the Accra Central Library;
- (d) Identify factors that support the automation of the Accra Central Library;
- (e) Investigate how automation will enhance library activities.

1.5 SCOPE AND LIMITATIONS OF THE STUDY

Financial constraint and time available for this study (three months) did not allow expansive study of every aspect of automating public libraries.

The study however covered all the library operations in the Lending, Reference, Children's and Extension departments of the Accra Central Library.

1.6 LITERATURE REVIEW

Public library operations consist of the following major processes carried out with the aim of making the collections and other sources of information available to users: selection and acquisition; cataloguing; classification; indexing; searching; locating and retrieving; and circulation (Wilson, 1988). White (1998) sees the public library as the principal means where the record of man's thoughts and ideas and the expression of his creative imaginations, are made freely available to all. Again, he stressed that, the public libraries are concerned with the refreshment of man's spirit by the provision of books for relaxation and pleasure, with provision of up-to-date technical, scientific and sociological information.

Kamber (1984), indicated that science has created new forms of record and these would become an increasing part of the public library's stock, including print in reduced form for compact storage and transport, films slides, gramophone records, audio and video tape, for adults and children, and computers, with necessary equipment for individual use and for cultural activities. Rowley (1993), stated that "information technology has fundamentally affected the operations of library and information services...and that it is appropriate to view computer applications to library and information services as an integrated field assisting information professionals in the understanding of developments in specific systems and their ability to predict trends". One of the characteristics of this time

is that, the emphasis is shifting away from the library as a 'place' or 'holding' toward the information to which it can provide access.

The expansion of user numbers with a diminishing unit of resources under increasing centralized funding control has made automations in public libraries seen like a lifeline. (Follett report, 1993). The rush to wire public libraries to allow greater use of computer based learning and streamlined administration service comes at a time when public libraries want access to ever increasing range of electronic information services. (Gardner et al, 1993). Follett report, (1993) made it clear that public libraries have a future, but an increasingly electronic one. He emphasized the need to see librarians as central players in the development of information strategy, based on information technology.

In Ireland for example, access to outside information resources such as catalogue databases located in other libraries and on-line information services and communication with other libraries via network can be found in most public libraries. (Gaudet, 1987) Munro (1993) pointed out that, users of some public libraries in United Kingdom may ask for more in integrated library system. These include; "circulation control; public access catalogue; MARC record capability; acquisition handling; reserve book control room; serial control; local reference files and community information accessible on-line; electronic mail; remote terminal access to outside databases; access to any other library automated system; personnel work statistics; staff scheduling; interface to bibliographic utilities and high-use indexes."

Another development based on modern technology is the local area networks. Through this technology, which enables units within a library to be interconnected, with more efficient resources sharing in view. (Hooker, 1985). Information technology has also gone beyond the provision of secondary information like that in bibliographic databases and today many libraries are using electronic or telefacsimile to transmit request for interlibrary lending and document delivery. (Guernsey, 1996). He pointed out that, library automation has changed libraries drastically, and the computer has become essential equipment for librarians. At the same time, electronic publications are increasing and libraries acquire and offer these publications even though most libraries still do this on an experimental basis. (Dickman, 1993). He pointed out that, many librarians might agree on the view that these developments are an inevitable step that should in due course lead to the full-fledged electronic library.

In other countries such as India, public libraries have funded several training programs and software development projects, which have played an important role in increasing awareness of the potential of the library automation (Vyas, 1997). He stressed that, "Their main emphasis was on database and information retrieval services" Dowlin (1988), identified seven benefits public libraries derive from automation, these include housekeeping, information access, management, communications, publishing, reformatting and computer-assisted instruction. In Malta Brett (1996) reported the usefulness of public library automation. He stated "the difficulty patrons of most libraries- certainly those of public libraries - is not to accept a definition of access to material that requires something other than immediate delivery". According to Wilson (1988), the development of computer-based library system in Canada has been to save money, time

energy and provide better services to both the library staff and library users at a lesser or no cost at all!

In Manchester Public Library, Internet access is charged for by the hour. In practice this is meant to cover the increased cost to the library of telephone charges but there is the potential to generate extra income from the service. Printouts from the CD-ROM searching on the network generate income, with sheet charge at 20 pence. (Manchester City Council Art & Leisure Committee, 1995). Among the benefits of introducing computers in Manchester Public Library include: "improved quality; better communications; improved management information and decision making; improved and extended services for library users; greater control and standardization; risk reduction; improved cost benefit; greater efficiency; last but not the least, increased income." (Manchester City Council Art & Leisure Committee, 1995).

Access to information will not be available to significant number of users in the future if the cost of equipment, software and on-line charges are too high. (Thompson, 1997). Public libraries must provide terminal that are available and free or cheap to use to counteract this disadvantage. The provision of computers in public libraries for use by the public with the range of popular software such as word processing and spreadsheet are becoming more routine. (Thompson, 1997). The provision of e-mail and bulletin board facilities would allow members of the library to communicate with the staff, with each other users in remote libraries. (Zahiruddin, 1996).

The complex problem facing public libraries is their inability to purchase everything that might be needed by their patrons. The neat and plausible solution to the problem is resource sharing which may take the form of a system, a network or automation (Ballard, 1982). Computer-based information retrieval system offers more convenient, more flexible and more comprehensive retrieval than manual information-storage and retrieval system. It also leads to standardization, efficiency, cooperation and improved services. (Rowley, 1993).

Library automation is an expensive project to undertake, Badu (1989), emphasized that automation involves the establishment of a computer management unit and the training of personnel of the library; the cost of the computer systems and telecommunication equipment and their installation; last but not the least, the cost of maintaining and changing outmoded systems as new systems are being designed day in and day out makes public library automation an expensive project.

In spite of many benefits of public library automation in other parts of the world, Austin (1983) identified setbacks facing many automated libraries. He saw the problem of personnel to man the system. These include professionals such as data processing manager, system analyst, programmer, data preparation operator, computer operators and processing database control clerks among others. Bill (1994) saw the cost of the equipment as a major problem in public library automation. As the funds allocated to these public libraries kept on dwindling, most public libraries cannot meet the initial cost of the equipment, the cost of central air-conditioner, the cost of cabling, maintenance among others. According to White (1996), limited vendor support is a problem. He identified

high computer illiteracy among librarians, and the attitude of some staff against computer introduction as a result of fear of their job.

Automation requires a change in the way public libraries operate and imposes a new culture on the library. Poor integration or lack of integration system may lead to poor data management which in tend can cause duplication of effort within the library services. inaccuracy and inadequate information for management for decision-making. (Herring, 1998). Poor planning may leave system with a shorter than expected life span and money may be spent developing systems more often than is necessary. (Herring, 1998). As the automation become more commonplace, the need to monitor the health and safety of Visual Display Unit (VDU) has become increasingly important. In 1993, the Union of Communication Workers in the United Kingdom published the result of a large survey of VDU workers (about 13,300 respondents) in which 50% reported eye irritation and some eyesight related problem since using VDU. (Morris, 1998). He continued that over 60% also suffered from headache and stress related problem. Neck and back were the site of most muscular problems.

1.7 METHODOLOGY

The research methodology involved the collection of data from the staff of Accra Central Library and the library clientele by the use of questionnaires. These were supplemented with an interview of the director of Public Library Services. The data collected from the questionnaires were analyzed using statistical methods, such as, frequencies and corresponding percentages were computed for the number of responses to a particular question. These were then presented in the form of tables to illustrate more clearly the

results of the studies. Major issues extracted from the interview were incorporated into the findings.

1.7.1 POPULATION

The population for this study comprises the patrons and library staff of the Accra Central Library in the Greater Accra Region. These could be categorized as follows:

(a) The library patrons, 600 in all, consisting of;

(i) Registered members of the Lending, Children's, and Extension departments from September 2001 to February 2002 numbering 390. The breakdowns were as follows;

Lending department230

Children's department 110

Extension department..... 50.

(ii) The average number of library patrons that used the reference department everyday, although not registered members of the library, over a period of six months - (September 2001 -February 2002) these numbered approximately 210 patrons:

(b) Library staff comprising the various heads of departments - Lending, Reference, Children's and Extension, the Acting Director of Public Library Services and other para - professionals numbering 40.

Thus the total population for the research is 640.

1.7.2 SAMPLE

To obtain a representative sample for data collection, 40% of the population stratified into patrons and staff was taken. Forty percent each of patrons and staff could be categorized as:

- (a) Two hundred and forty library (240) patrons:
- (b) Sixteen (16) library staff including the Acting Director of Public Library Services.

1.7.3 DATA COLLECTION

Data were collected using questionnaires and supplemented with an interview. Both library staff (excluding the director of Public Library Services) and patrons were given questionnaires. Two sets of questionnaires were designed and distributed to a total of two hundred and fifty-five respondents made up of two hundred and forty (240) library patrons and fifteen (15) library staff. These questionnaires were designed to know respondents' opinion, views and comments on the prospects and problems of automating the Accra Central Library. The Acting Director of Public Library Services was interviewed to know her views on the prospects and problems of automating the Accra Central Library.

1.7.4 DATA ANALYSIS

The data from the questionnaires were analyzed using descriptive statistics in order to help identify and establish facts that come from the studies. Frequencies and corresponding percentages were computed for the number of respondents that answered specific questions. This was then presented in the form of tables to illustrate more clearly the results of the studies. Major issues extracted from the interview were incorporated into the findings.

1.8 SIGNIFICANCE OF THE STUDY

Computers have come to be used for almost all tasks carried out in the library: acquisitions, cataloguing, searching, circulation, reference services among others.

The study identified the problems associated with the automations of public libraries in terms of the installation of the computer, maintenance, computer professionals and vendors support. The study also highlights the prospects in automation in terms enhancing library services in public library operations.

1.9 ORGANISATION OF CHARTERS

The study has been organized into four chapters-

Chapter one introduces the study and gives the background and statement of the problem. It also states the purpose of the study, objectives of the study, scope and limitations of the study. Literature review, methodology and significance of the study are also included in chapter one.

Chapter two focuses on the development of public library services in Ghana and describes automation systems for public libraries.

Chapter three reports the analysis of data and provides and discusses the findings of the study.

Chapter four discusses the problems and prospects of automating the Accra Central Library. It ends with a summary and conclusion and makes recommendations for further studies.

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CHAPTER TWO

HISTORY OF THE DEVELOPMENT OF PUBLIC LIBRARY SERVICES IN GHANA AND AUTOMATION OF PUBLIC LIBRARIES

2.1 BRIEF HISTORY OF PUBLIC LIBRARIES IN GHANA.

The establishment of public libraries in the Gold Coast (now Ghana) was by the late Right Reverend John Orfeur Aglionby, the then Bishop of Anglican of the Accra diocese in 1928 for the literate population at that time. The late Reverend opened a general collection of 6000 volumes of books and this was made available to anyone who wanted to make use of it. In July 1938, the Executive Council (cabinet of the colonial government) raised the question of public libraries in Ghana. It discussed two points seriously as to:

- (a) Whether provision should be made for a library building and
- (b) Provision be made for the annual upkeep i.e. maintenance of buildings, salary of clerk, cost of periodicals and of replacement etc.

Ultimately, the Council decided, "If an unencumbered government building was available it would be justified in lending it for a library provided Government took no financial responsibility of its maintenance or annual charges". (Evans, 1964).

In December 1938, the late Reverend John Aglionby, sent an article to the African Morning Post headed "A Library for Accra". He stressed the need for a Library with the increasing number of literate, and stated that he had opened an account at Barclays Bank for the Accra Library with the sum of £600.00. This was to be used for a building together with another £400.00 that would be donated as soon as the building was started.

He envisaged a main library, a clubroom and a silent room for students. He asked the government to provide a site, and suggested that donations from interested individuals and firms should be sent to Barclays Bank. (Evans, 1964).

The Government accepted its part of the challenge. In a letter to the late Bishop in 1935, the governor agreed that a memorial hall should be built in commemoration of King George V's silver jubilee, and in the letter, the Governor made some suggestions that the proposed public hall for Accra should be a composite building, which would include a public library. The late Bishop agreed to this and in January 1938 his donation of £1,000.00 was handed over to the government "to be used in any way that His Excellency Sir Arnold Hodson may consider will best further the scheme for a library". (Evans, 1964).

Maintaining his keen interest in the library project, Sir Arnold Hodson appointed a committee in April 1938 to confer with the late Bishop regarding the management, general organization and equipment of the public library in the memorial hall. A report was issued later in the year in which the following suggestions were made:

- (a) The library should be free for all but a deposit should be left for any books taken away;
- (b) A committee of management should be appointed by His Excellency and given
The sole and complete control of the library;
- (c) There should be a consultative committee;
- (d) The library should cater for students and general readers;

- (e) An African should be sent for library training – the cost being borne by the government:
- (f) The Carnegie Corporation be approach for a grant to provide books;
- (g) The Town Council should give an annual grant.

In December 1938, another committee was appointed by the governor to submit recommendations for the inauguration of a public library. The committee recommended a reference and lending library be established for residents in Accra only. Unfortunately, there was no qualified librarian either indigenous or expatriate in the country to start the library. But before any further progress could be made to put the various suggestions into operations, a severe earthquake destroyed many buildings in Accra in June 1939. In view of the fact that the old government secretariat was damaged, the government took over the King George V memorial hall. This situation was however, aggravated by the outbreak of the second world war in September 1939, and the plans and work on the library was suspended indefinitely and its funds, namely the late Bishop's donation of £1,000.00 and a £ 227.70 grants from the 1937 King George's coronation Funds Trustees were invested for future appropriation. (G.L.B., 1970).

In 1939 the Carnegie Corporation of New York, made a grant of £ 6,250.00 to be spread over a period of three years to be used in developing a national circulating library and the purchase of a library van. Part of the sum was to be given to the education department to strengthen library teacher training colleges and secondary schools. But owing to the war conditions, the Carnegie Corporation in September 1942, decided to stop funding the work on the library. (G.L.B. 1970).

It was at this juncture that the British Council opened its offices in the British West Africa and in May 1943 took over the plans of the Carnegie Corporation. (Contemporary Development In Librarianship, 1981). The British Council Library therefore appointed Miss Ethel Fegan to conduct a research into a possible development of libraries in West Africa. It was the result of this research that the British Council established a lending library in Accra in 1944. (Evans, 1964). This was to prove the first step in what eventually became a nationwide public library service. Meanwhile, the Aglionby library committee however continued to work hand in hand with the British Council library advisory committee whose terms of reference were to advise library organizers on library developments in the Gold Coast. Plans were also made by the advisory committee for the extension of library services to other parts of the country. Thus the foundation of a central, regional, branch and school libraries were laid. (Evans, 1964).

In November 1947, the government however, promised financial and moral assistance to enable a nationwide library system to be put into operation. The government standing finance committee in the 1949-1950 estimates to take effect on 1st April 1949 included a sum of grant for the library services. (G.L.B., 1970). In 1949, the Accra British Council, which was then operating in prefabricated wooden shed behind the then European Club, now occupied by Ghana Art Council, gave over its library and its librarian to the central government. But before the British Council handed over its library book stock and the librarian to the Aglionby Library management committee, it had gained considerable useful experiences in planning, researching and travelling throughout the country to see how best to go about mounting a good library system the Gold Coast. (G.L.B., 1970).

The year 1950 became a significant landmark in the annals of the public library service in the country. The Gold Coast Library Board Ordinance Cap.118, which was passed in the Legislative Council in December 1949, came into operation on 1st January 1950. The Gold Coast Library Board was to establish, equip, manage and maintain libraries in the country and to take all steps as might be necessary to carry out its duty. The new Board went into operation on 1st January 1950 and took over the book stock of a little over 27,000 volumes from Aglionby library then housed in a wing of the King George V's Memorial Hall, popularly known as the Old Parliament House. (G.L.B., 1970).

2.1.1 ACCRA CENTRAL LIBRARY

The Accra Central Library is one of the ten (10) regional libraries of Ghana Library Board that oversees the provision of library services in Ghana. His Excellency, the Governor of the Gold Coast, Sir Charles Arden Clarke, officially opened the Accra Central Library on 17th May 1956. Among the guest speakers on the opening day were the Prime Minister, the Hon. Dr. Kwame Nkrumah and Mr. Edward Sydney, president of the Library Association who came from England, United Kingdom. The Accra Central Library's building comprises of the Lending Library, Reference Library, Extension Services, Acquisition & Cataloguing Department and the administration offices of the Ghana Library Board.

The Accra Central Library has become a social institution dealing with people and secondly with books. These in fact, fulfill one of the aims of the library to make books readily available to readers. The services offered by the Accra Central Library proved so

successful that, during the first two years of its existence, it had quite large patrons from residents in Accra and Tema. The library assistants also kept constant touch with the government departments, schools, firms and other interested bodies by sending out monthly list of recent additions to the stock of the library together with application forms of membership of the library. (G.L.B., 1970). With the passage of time, branch libraries were developed as modern buildings were built to house the libraries. Today, the Lending Department of the Accra Central Library makes books – fiction and non-fiction available to registered members to be sent home for a period of three weeks. Pamphlets, newspapers and periodicals and other publications can be read within the library.

Apart from the usual provision of general reference materials – encyclopedias, dictionaries, yearbooks, handbooks, manuals, almanacs, directories, government publications, report of committees and commissions etc. the Reference Department also known as Aglionby Room provides non-fiction books, pamphlets, newspapers and periodical, maps and atlases to both registered and non-registered members of the library. The Reference Department also provides a room for the purpose of study. This facility has been provided in the Aglionby Room in the Reference Department of the Accra Central Library where there is a seating accommodation for 126 readers. The Reference Department of the Accra Central library has space enough for the Africana collections, a map cabinet and a corner for periodicals. Information and other facts on all subjects are gathered, organized and made available to readers.

The Accra Central Library was the mother library that brought into being the branch libraries, which later gained statuses of regional libraries. What the Accra Central Library

did was to withdraw some of the stock to form the part of the basic stock of the libraries and staffs were transferred to man the newly opened libraries. A Commercial Library department was formed in 1967 out of the Reference Library as the result of the need of national consciousness toward industrialization, commerce, productivity and business. The new Commercial Library makes available up-to-date information on business, trade, industry and commerce. The patronage of the Commercial Library was very poor and subsequently, management decided close it down.

The Extension Services Departments of the Accra Library Central is responsible for the Book Box Services where books – fiction and non-fiction numbering 25 are made available to the registered members of the department. This department is responsible for the mobile library van, which provide library services to the rural folks outside Accra especially where there were no library services. This rural library services proved so successful that patronage increased year after year. (G.L.B.1970). However, because of problems such as bad conditions of the roads and the inability of the Board to maintain the mobile van, this rural library services were rendered inactive and was eventually stopped. In 1961, a wing was added to the Accra Central Library. This wing houses the Children's Library, the Exhibition Hall, the Stack Room, Children's Processing, Bindery, and the School & College Libraries. Today the atmosphere in the Children's Library is relaxed: toys of various kinds are delightful to the young readers. Adequate provisions are made for story telling, film shows and other activities. Appropriate seating accommodations are provided for the young ones. The reference corner of the Children's Library provides opportunity for studies and homework. The Exhibition Hall was used to publicize Ghana Library Board's services by the holding of exhibitions. For sometime

now no exhibitions are held. Basic schools for their annual quiz competitions are now using the Exhibition Hall. The Hall is also used for staff meetings, lectures, workshops and other programs. Some library clientele use the Exhibition Hall everyday for their private studies.

2.1.2 FACILITIES AND STOCK

The Accra Central Library can boast of good furniture – tables and chairs, built-in wall and standing shelves, counters, periodical rack, catalogue cabinets; steel shelves, trolleys, display boards and stock – books and periodical/newspapers.

2.1.2.1 SEATING FACILITIES AT THE ACCRA CENTRAL LIBRARY

A survey conducted at the Accra Central Library showed that the Reference Library has a total of one hundred and thirty-seven (137) chairs including four (4) reserved ones and thirty-six (36) large tables for the library. The Lending Library has a total of thirty-four (34) chairs including two (2) reserved ones and eight (8) tables for library. The Children's Library has eleven (11) chairs, thirteen (13) tables, fifteen (15) benches, ten (10) stools and ten (10) mats. Last but not the least, the Extension Library have four (4) tables and five chairs. This survey can be illustrated in the table below:

Table 2.1 SEATING FACILITIES AT THE ACCRA CENTRAL LIBRARY

DEPARTMENTS	CHAIRS	TABLES	BENCHES	STOOLS	MATS	RESERVED TABLES *	RESERVED CHAIRS*
REFERENCE LIBRARY	137	36	-	-	-	-	4
LENDING LIBRARY	34	8	-	-	-	-	2
CHILDREN'S LIBRARY	11	13	15	10	10	-	-
EXTENSION LIBRARY	5	4	-	-	-	-	2

* The reserved tables and chairs are reserved for researchers only for their research purposes.

2.1.2.2 SHELVES

The shelves at the Accra Central Library are of three categories. These are the wooden built-in, wooden standing (island) and steel standing (island) shelves. The reference library has sixteen (16) wooden built-in walled shelves, which are divided into 192 tiers, and a wooden standing shelves with 42 tiers. The Lending Library which houses the bulk of the books have eight wooden built-in walled shelves which is divided into 120 tiers, a wooden island shelf sub-divided into 252 tiers, a wooden standing shelf sub-divided into 58 tiers and a steel island shelf. The Extension Library has 86 wooden island shelves divided into 602 tiers and two steel island shelves whilst the Children's Library have 28 wooden standing shelves.

2.1.2.3 TROLLEYS

A survey conducted at the Accra Central Library revealed that there are two trolleys each in the Reference, Lending, Children's and Extension Libraries, which facilitates easy filing of books. Even though these trolleys are weak as they were made in the early 70's, they are still being used.

2.1.2.4 CATALOGUE CABINETS

There are four wooden catalogue cabinets in the Accra Central Library – one in the Reference Library, two in the Lending Library and the other one in the Extension Library. Both the library clientele and staff of the Accra Central Library use the catalogues. These catalogue cabinets facilitate easy retrieval of materials in the library collections. These catalogue cabinets are both the subject and author catalogue.

2.1.2.5 DISPLAY BOARDS

For the reading public to be aware of what is happening in the library as far as new books and current trend of information are concerned, book jackets, posters and pictures are displayed on the display boards in the Reference, Lending, Children's and Extension Libraries for the benefit of the readers.

2.1.3 STOCK

The aim of the public library is to make available throughout the country, general-reading materials so that the portion of the literate population which is not tied to formal education could have the opportunity to read to broaden their knowledge. The second objective is to make available to the literate public materials which will satisfy their information need so that, they can form sensible and rational conclusions on local, national and world issues. In line with this, efforts are made to acquire as many essential publications on all subjects. In acquiring library materials, certain classes of literature such as books on dogmatic theology, catechism and controversial religious books are avoided. Provision of material in law and medicine are also limited to general elementary introduction books suitable for the layman. Textbooks similar to those used in

schools but not of the same title are provided in large numbers to supplement those used in schools and colleges. The public library therefore provides books of all kinds, because for a library to be effective, patronage by its clientele largely depends on its stock.

2.1.3.1 BOOKS

According to a survey conducted in the Accra Central Library, it came to light that the library has 8,128 volumes of books in the Reference Library, 40,129 volumes of books in the Lending Library, 9,063 volumes in Children's Library, and 2,560 volumes books in Extension Library. In the nutshell, it could be stated that, the stock of the Accra Central Library is 59,880 volumes of books (as at June 2001). The details of the book stock of Accra Central Library could be found at Appendix 'A'.

2.1.3.2 PERIODICALS/NEWSPAPERS

As at June 2001, Accra Central Library had the following newspapers and periodicals:

PERIODICALS

Newsweek

Time

West Africa

Reader's Digest

Good Housekeeping

National Enquirer

Ebony

African Review

:

NEWSPAPERS

Daily Graphic

Ghanaian Times

Daily Guide

The Ghanaian Chronicle

Tl. Democrat

Business & Financial Time

Graphic Sport

Accra Mail

New Africa	Guardian
African Farming	Observer
Ideal Home	Financial Times
National Geographic	Junior Graphic
Commonwealth Current	Weekly Spectator
Amancee	Mirror
Courier	
Ethiopian Magazine	
Korean Focus	

2.1.4 STAFFING

For the public library to operate effectively there should be trained personnel who can perform their duties effectively and with tact and diplomacy. These trained personnel are important in the library, because it is through them that the public library clientele get access to the stock of the library. The staff at the Accra Central Library is divided into three classes namely, the professional, sub or para-professional and the supporting staff. The table below shows the category of staff at the Accra Central Library.

Table 2.2 Staff situation at the various departments at the Accra Central Library.

	REFERENCE LIBRARY	LENDING LIBRARY	CHILDREN'S LIBRARY	EXTENSION LIBRARY	TOTAL
LIBRARIAN	1	1	-	-	2
LIBRARY OFFICER(S)	2	-	1	1	4
LIBRARY ASSISTANT(S)	2	2	1	2	7
JUNIOR LIB. ASSISTANT(S)	5	5	4	-	14
		SUPPORTING	STAFF		
MESSENGER CLEANER(S)	3	3	2	1	9
SECURITY OFFICER(S)	1	1	1	-	3
TOTAL	14	12	9	4	39

2.1.4.1 PROFESSIONAL LIBRARY STAFF

The professional library staffs are those with at least a postgraduate diploma in Library Studies.

2.1.4.2 SUB-PROFESSIONAL LIBRARY STAFF

The sub-professional class assists the professional librarian to run the library effectively. These include library officers, library assistant and the junior library assistants. The library officers have at least a diploma in librarianship and the library assistant and junior library assistant have at least General Certificate of Education Ordinary Level or Senior Secondary School certificate.

2.1.4.3 SUPPORTING STAFF

The supporting staffs are those who help the sub-professional class and the professional librarians to run the library. Their duties include messengersial, cleaning duties and securities duties. These supporting staffs have at least General Certificate of Education Ordinary Level or Senior Secondary School certificate.

According to the mission statement of Ghana Library Board, the parent organization of the Accra Central Library, the board will provide a comprehensive library services that would assist in the inculcation of a life-long reading habits among the populace with the end result being the development of the individual's social and intellectual capabilities and the creation of a well-informed society, elements which are most needful for national development. If the Accra Central Library is to play its proper role in the realization of the nation's Vision 2020, then there is the need to improve facilities and service delivery to its numerous clientele.

2.2 SYSTEMS AUTOMATION IN PUBLIC LIBRARIES

Automation of libraries and information systems are widely exploited and are now comparatively a common place and no longer a controversial issue. These computer-based operations permit public libraries to keep a record of their stock, the whereabouts or status of the stock, providing access to the catalogue of items in the collection, managing the issuing and the returning of item from the collection, acquisition, controlling and allowing the retrieval of information. The nature of the application varies, as in the last few years, there have been many technological developments that have affected, or will affect librarians use of computer. Many housekeeping systems have been developed for

and with the participation of the library using a wide variety of different systems. According to Martyn (1987), there are at least four possibilities in this case: in-house or go-it-alone system, turnkey system integrated system and the cooperative system.

2.2.1 IN – HOUSE SYSTEMS

These systems are developed by the libraries themselves to match their own facilities. This means the system would be designed, programmed, documented, installed and tested by the library designing it locally. The program (software) is also written locally to suit local needs. There are advantages in using this system:

- (a) since the system is developed by the library itself, the system is more likely to suit the requirement of an individual library.
- (b) the system is controlled by the library it is designed to serve.
- (c) no transaction fee involved.

Among the disadvantages of the in – house system in the public libraries settings are, the system may not function well to the library's satisfaction after huge sums of money have been spent on it's designed and implementation. Again, it is quite difficult explaining library need to the system designer (or analyst) outside the library. In designing the in-house system in public libraries, there is the need for one to be able to speak the right language to the system designer. Sometime such a person of the library staff leave at the critical moment of the development and the whole thing is stopped abruptly unless a library staff is found to continue with the system analyst. Furthermore, the time involved may not be under the control of the librarian. It must be stressed that, the in – house system is quite an expensive project to under take. (Lovecy, 1984).



2.2.2 TURNKEY SYSTEM

A turnkey system that is applied widely in majority of the public libraries in the United Kingdom is one in which a single source provides the hardware and the peripherals like the application software package and others. The librarians' glossary and reference book defines the turnkey system as " a computer systems that supplied complete for a specific purpose. No preparation is required on the part of the purchaser other than to turn the key to commerce." Theoretically, these systems are delivered completely operational ready to be plugged in and turn on, hence the term "turnkey". A turnkey system is defined not by the function it performs but the single source for all the system components. It can be a circulation system, or an integrated system such as an acquisition subsystem, a circulation subsystem and an online catalogue subsystem using the same computer and the same database. (Epstein,1983). The available turn-key vendors include Computer Library System Incorporated (CLSI), Computer Translation Incorporated (CTI), Data phase System Incorporated (DSI), Data Research Associates (DRA), Gaylord Universal Library Systems (GULS). (Rowley, 1993).

The advantages of using these packages in public libraries are that, they are economical because of the investment cost for the initial creation and later maintenance of the system is spread over several users. (Adams 1985). Needs of individual public libraries are handled not by writing custom computer program for each library, but by writing a general program which obtains its specific values such as length of loan period for a circulation book from the a table. The turnkey system comes as a result of well- tested set of programs, and the supplier has a sufficient number of clients to justify adequate and maintenance arrangements. Other advantages are that the turnkey systems are delivered

speedily, these can be written in a few months or under a year. Most of the turnkey systems are tailored to satisfy the library's requirements. Again, the library staff operating and managing them are not requiring having a computer background. There are also no recurring or service fees except for hardware and software maintenance, which would have to be paid for. Last, but not the least, the turnkey system is available at a short notice and the system can, therefore be implemented earlier.

However, the major disadvantages of buying the turnkey system are the library's total reliance on an existing vendor to keep the library's system operating. If the vendor goes out of business, changes the emphases of its operation, is incompetent or otherwise is unable to perform necessary maintenance service (and software needs to be maintained as regularly as the hardware), the library will have to scramble to replace the vendor's maintenance, usually resulting in increase expenses, an indefinite learning period for the new maintenance source and increased anxiety on the part of the library administration. (Rowley, 1993). Again, the system is likely to be less efficient than a tailor-made in terms of computer running time and core storage utilization.

2.2.3 INTEGRATED SYSTEM

A number of organizations have produced, or are producing package for integrated public library system. Integrated system deals with the whole library operation or the large portion of the library. According to Kimber (1996), the programs for public library integrated systems are modules that create and access single files for various operations. Such an integrated system is one in which the files are inter-linked so the deletion, addition and other changes in one file, automatically activates appropriate changes in the

related files. With the advent of computers in public library operations, the linked of library's housekeeping has become possible. Integrated systems frequently link order and acquisition systems or cataloguing systems with circulation systems or inter-linked all the three stages. An integrated systems overcomes any qualms about compatibility, offer greater scope for staff saving and provision of better management information. (Rowley, 1993).

According to Lovecy, (1984). " there are other pressures suggesting the advantages of not integrating too fully. A very closely integrated system may require the re-writing of the whole system in order to upgrade part of it. It is like a hi-fi equipment, buy a music center with an amplifier, record deck, cassette deck and speakers all in one case, and the only way to improve it is to sell it and start again, buy a system in separate pieces and it can be continually upgraded piecemeal. The only difference between a closely system and a music center is that the former cannot actually be sold second hand. Moreover, some element cannot be fully integrated – the searching of remote databases always involves a move away from the main computer of a local system. (Kesner, 1984).

The main drawback of the integrated system is that all of it's subsystems are not necessarily as good as a system that is always available a separate function.

2.3 PUBLIC LIBRARY MANAGEMENT SYSTEM

According to Rowley, 1993. "computers are widely exploited in public library management systems. Such systems controls the activities that permit library's to keep a record of their stock, and the whereabouts and the status of the stock." The application of

computers in public libraries can be grouped into those concerned with library management routines and those directed towards information retrieval. The automation of public library management routine may be discrete or “piecemeal” or integrated or planned installment which contribute toward final system. (Tedd, 1984). The library processes commonly automated are ordering and acquisition, cataloguing, circulation and document delivery and serial control.

2.3.1 ORDERING & ACQUISITION SYSTEM

Purchasing material for a public library’s collection account for a large part of any library’s budget and in the current economic climate the acquisition librarian must be involved in the collection development and sound management of funds. Ordering and acquisition involve many important activities such as overseas orders, multiple orders, second hand books, replacing periodical and many more. In most public libraries in the United Kingdom many ordering and acquisition systems are now computerized. The ordering process is particularly suited to computerization, as it is a relatively simple clerical process, where similar operations are applicable to all categories of library. Most ordering system in public libraries concentrate on monograph and other once – and – for all – purchase. (Rowley, 1993). For the bulk of books ordered, which are received without problems, it is unlikely that a computerized acquisition system in isolation will show significant saving in staff time. However, the primary benefit is likely to be, as it is often in record management, the number of bibliographic access points to records in the ordering and acquisition department is increased by the computer usage. Records can be access by the order number, supplier, by the date of order and so on. Boss and Marcum, (1981), provided an outline of an ideal public library acquisition system which include:

- (a) the ability for an authorized operator, to order additional copies of a title for which the previous order had been placed.
- (b) The ability to search the file of a bookseller's detail, in a predetermined order of preference, to determine which bookseller would be able to supply a given material immediately or to supply a given item at the lowest price.
- (c) Access to status notes on all title from all major booksellers to see whether a given title is out of print, not yet published or whatever.
- (d) An ordered item if available to be dispatched by the bookseller within 24 hours and the booksellers' status to be adjusted.
- (e) The ability to provide very detailed financial information in a variety of ways.
- (f) The maintenance of a comprehensive file giving the library complete information of all items on order or in process and to alert the library staff when the expected item do not arrive.
- (g) The ability to deal with all financial transaction and adjust the files accordingly.
- (h) The ability to accommodate a variety of materials including monographs, serials, government documents, blanket orders, gift and exchange materials, audio-visual materials, and many more.

These, therefore, are some of the areas in which the services offered from a computerized public library system can be shown to be an improvement on a former manual system rather than actually saving staff time. In a computer-based ordering system, a machine-readable file or records takes the place of the manual order file, and a series of quite straightforward listing provide library staff with the information and control they need. (Edd, 1984)

2.3.2 CATALOGUING PROCESSES

Most public libraries first used computers for automated production of catalogue cards, for printed catalogues on paper and later for microform catalogues. Gradually, the potential of computers as the instrument of a totally new type of catalogue was online catalogues. (Cotta-Schonberg, 1989). Since the early 1960's when the first computers were used to assist library procedures, the catalogue of most public libraries in Ireland has probably been the prime the area for conversion to computer-based system. The reasons for this are various and include the need to provide access to complete and up-to-date information from many service points to provide more and improve access points and search capabilities. to produce union catalogue, to reduce the cost of maintaining card catalogues. (Tedd, 1984)

An ideal computer-based cataloguing system in public libraries would include the following characteristics;

- (a) Online access to a database of potentially needed bibliography records.
- (b) A high percentage of the record to be already available in the database so that original cataloguing is minimized.
- (c) A consistently high quality of bibliographic record in the database and conformity with the latest cataloguing and classification codes.
- (d) Ability to do original cataloguing online when necessary and to assist the process with appropriate prompt, and so on.
- (e) Ability for the record in the catalogue to be accessed in a variety of ways and in an appropriate physical form.

In recent years several public libraries have introduced online public access catalogues (OPAC's). Such a catalogue allow any member of the library, access to search the catalogue database in order to see if the library holds a particular work, to be informed of its location and, if the catalogue system is linked to the circulation system to be told whether or not the item is on loan. Many advantages have been identified from the opportunities that computers offered for shared databases and procedures. Rowley, (1993) summarized these as:

- (a) the catalogue record has become the central bibliographic record for the library management system. These records can be used not only in the catalogue subsystem, but also in the system such as circulation control acquisition control.
- (b) Interchange of catalogue records has led to greater standardization in catalogue records. The tools, which are used to support the creation of catalogue records, have all been adopted than the case prior to the advent of computers.
- (c) The availability of union catalogue in a more complete form has been made for more efficient inter-library lending co-operative, acquisition policies and co-operation storage ventures and their co-operative activities concerning library resources.
- (d) No filing and other routine catalogue maintenance are required of cataloguers, except where it is necessary to alter the stock records as the stock itself changes.
- (e) Different catalogue format can be chosen for different catalogue location, allowing both different record format and different physical forms of catalogue.
- (f) Extract from the catalogue database may be printed or consulted online, so that the stock of a special collection or a branch may be identified.

2.3.3 CIRCULATION CONTROL & DOCUMENT DELIVERY SYSTEM

Hexter (1927) defined circulation as “the activity of the library, which through personal contact and a system of records supplies the reader with the materials wanted”. Over the years a variety of method for keeping records of items on loan from the library’s collection have been developed; these include ledgers, book cards, photo charging and so on. All circulation and documentary delivery system impinges upon one of the primary functions of the public library. Public library materials including books and non-book materials should be made available to all customers or clients immediately or as soon as practicable. Circulation systems are more concern with the controlling the stock within one’s library. Document delivery is generally associated with the delivery of documents to users in their homes or from a central point. According to Rowley (1993), in order to achieve maximum availability of materials, all libraries must control circulation by at least keeping records to specify the following:

- (a) What material is in the library stock or readily accessible through other channels.
- (b) Which material is on loan, and from whom or where it can be retrieved.
- (c) When materials on loan will next be available in the library for other customers.

Circulation control is one of the most widely automated public library operations and it is often the first activity that librarians consider automating. According to Tedd (1985), the desirable features of a computer-base circulation control system might include being able to

- (a) Determine quickly and easily what titles are in the library’s collection and where they are located.
- (b) Issue and return material rapidly accurately.

- (c) Check whether or not a potential borrower is eligible for service.
- (d) Prepare overdue and recall notices.
- (e) Enable items to be reserved and to issue the necessary notices when a reserved item has been returned.
- (f) Indicate when a borrower is attempting to borrow more items than is permissible.
- (g) Inform individual borrowers of items on loan to them.
- (h) Detect 'problems' borrowers at the point of issue.
- (i) Calculate any necessary fines due at the point of return.
- (j) Facilitates the collection of statistics about the system.
- (k) Be reliable and economical.

Due to the efficiency of the computer, processes that demand immediate speed and action such as recalling a reserve book or issuing overdue notices are handled quickly and accurately. An example of circulation control systems is the Automated Library Systems Library. (ALS). The package offers two systems, one that operates online (system 5) and the other offline (system 6). Both use ALS book-reader that reads the labels in books and the borrower's ticket to record issue and the return of books.

2.3.4 SERIAL CONTROL

According to Rowley 1994, a serial is defined by the International Serial Data System (ISDS), Paris as "a publication issue in successive parts and is intended to continued indefinitely". Serials include periodicals, newspapers, annuals, journals, memoirs, et cetera. A serial can be in print or near print form and its part usually have numerical and chronological designations. Serials are distinguished from monograph by their on-going nature. Any serials control system usually have fewer titles to handle but must record

more detail for each title and can expect a greater number of transactions per title. For this reasons, among others, serial control system often distinct from monographs systems and address themselves uniquely to the problems poised by serials. An integrated serial control system nevertheless features all of the subsystems, already encountered for monographs, namely;

- (a) ordering and acquisition system – to control the selection, ordering, checking of serials, payment and chaser when indexes or issues fail to arrive;
- (b) cataloguing – or keeping record of the stock;
- (c) circulation control or keeping records of the available serials.

The question of controlling serials by computer in public libraries produces mixed reactions from librarians and other information professionals. Some believe that it is one of the most difficult public library management operations to perform by the computer because of the unpredictable nature of the serials whilst others claim that it is this volatility, which make serials a good candidate for control by computer. (Tedd, 1984). According to Tedd (1984), the basic requirements of serial systems are similar to, but more complex than, those for controlling a collection of monographs. These requirements include;

- (a) selecting suitable titles for purchase,
- (b) generating purchase orders. The majority of serial subscriptions are renewals of previous order and so an automatic prompt indicating when a subscription is due is desirable.
- (c) organizing financial matters and charging the appropriate accounts.
- (d) receiving issues and claiming for issues not received-(this is refers to as check-in).

- (e) keeping current and details of serials holdings.
- (f) allowing access (either via an online search system or by CD-ROM) to details of current holdings.
- (g) allowing individual issues to be circulated to various members of the organization.
- (h) allowing individual issues or bound volumes to be borrowed from the collection
- (i) organizing for complete volumes of serials to be bound.
- (j) producing management information.

A computer – based serial control in public libraries system cover all these functions. The majority of computer – based serial systems in public libraries are designed to produce list of various orders, such as title, subject, location or supplier, and in a variety of different form such as computer typesetting. In some cases, online searching of serial database is possible.

2.4 THE IMPACT OF COMPUTERS IN PUBLIC LIBRARIES

The introduction of computer technology into public libraries has to a large extent almost revolutionalised public library processes in the developed world, a process being rapidly catching up with the developing world. To a large extent, it has influenced information handling in public libraries and other information units to a degree undreamed of. According to Alston (1985), we have a rare opportunity not only to benefit from the evolving technology to enhance our method of dealing with information now available in dimension of unprecedented magnitude. The computer may, if we have to use it wisely,

not only make the flood of information more manageable in public libraries, but might even discover a delight in learning. In areas where, manually-operate processes are slow, inflexible and often repetitive, or where selectivity constitutes an important function, speed and flexibility of the computer and its ability to select pieces of information required, makes the computer an extremely use aid. Mason (1983), identify three stages through which technologies seem to affect public library operations;

- (a) Technologies improve efficiency by substituting a machine method for a previously manual operation.
- (b) The capacity is extended to other functions that were previously done manually.
- (c) The technology permit the invention of new functions

We find that we can do things that we do not do them before the microcomputer because it was not just feasible to them manually. The problems that public libraries now face has been encountered for generations and have been solved in more or less conventional ways by computers. The computers have emerged as a possible tool to help solved these problems. Although, the solutions to these problems still exit, public libraries are increasingly looking to computer as the key to solving the old problems. It is no secret that the library automation cost is high and operating cost higher than the manual cost. Not withstanding this, computerization is as inevitable in public libraries as mechanization of payroll, billing inventory, and other standard processes in the various large commercial and industrial organizations in which these are implements as a matter of course.



In conclusion, it would be appropriate to quote De Gennaro (1984), who points that, the “practical reality is that, users would continue to need public libraries and the public libraries must meet those needs with the resources and technologies available.”

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CHAPTER THREE

3.0 ANALYSIS OF DATA AND PRESENTATION OF RESULTS

Questionnaires and interviews were used to collect data for this study. Data were collected from both the staff and users of the Accra Central Library. These were the library staff including the Acting Director of Public Library Services and the library clientele. These questionnaires and the interview guide can be found in appendices B, C, and D.

The first sets of questionnaires were administered to the clientele of the Accra Central Library. The questions were designed purposely to obtain views from library clientele on their perception of effect of computer applications on library operations.

The second set of questions were administered to the staff of the Accra Central Library (excluding the director of Public Library Services) to find out their perception of the effects of computer systems on library operations, and whether it is time to automate the Accra Central Library as well as identified the factors that to them hinder automation.

The third was an interview administered to the Acting Director of Public Library Services, Ghana Library Board, the parent organization of the Accra Central Library to find out factors that can promote the automation of the Accra Central Library and the problems that can hinder it's promotion.

In all, two hundred and fifty-five (255) questionnaires were distributed— two hundred and forty (240) for library clientele, fifteen (15) for library staff and the Acting Director of Public Library Services was interviewed. All these questionnaires were returned on time.

3.1 Perception of library clientele on issues relating to automation

In order to elicit the views of the library clientele on whether computers can facilitate library operations and improved services at the Accra Central Library, they were asked a number of questions. Below are their responses.

3.1.1 Professional rank of users of the Accra Central Library

Analyzing of the data gathered from the clientele of the Accra Central Library showed that the majority (84.4%) representing 203 respondents of the patrons are students, and 11.0% representing 26 of the respondents are researchers and 4.6% representing 11 respondents representing (4.6%) are lecturers. The results are shown in table 3.1. below.

Table 3.1. Professional rank of clientele of the Accra Central Library

Professional Rank	No. of respondents	Percentage (%)
Students	203	84.4
Researchers	26	11.0
Lecturers	11	4.6
Total	240	100.0

3.1.2 Frequency of visit to the Accra Central Library.

When the clientele were asked about how often they visit the Accra Central Library, the following were the results as presented in Table 3.2.

Table 3.2 Frequency of visit

Frequency of Visit	No. of respondents	Percentage (%)
Once a week	44	18.4
Twice a week	26	10.8
Three times a week	21	8.8
More than three times a week	149	62.0
Total	240	100.0

3.1.3 Years of using the Accra Central Library

The enquiry of how long patrons have been using the Accra Central Library was made to find out the number of years the patrons have been using the library. It was found out that the greater the number of years of using the library, the higher the chances of being aware of the services. The results indicated that 118 respondents (49.1%) of the total had been using the Accra Central Library between 1-5 years. Those who had been using the library for 6-10 years were 64 respondents (26.7%). Thirty-seven respondents (15.4%) had been using the library for 11-15 years, while 21 respondents (8.8%) indicated that they had been using the Accra Central Library for over 15 years. The Table 3.3 below illustrate respondents consensus.

Table 3.3 Years of using the Accra Central Library

Years of Library Use	No. of respondents	Percentage (%)
1-5	118	49.1
6-10	64	26.7
11-15	37	15.4
Over 15	21	8.8
Total	240	100.0

3.1.4 Services used at the library.

When the patrons were asked about the services they use at the Accra Central Library, one hundred and twenty-three respondents (51.2%) said they come to the library to make reference. Ninety respondents (37.5%) come to the library to borrow books, while 27 respondents (11.1%) indicated their main aim of coming to the Accra Central Library was to read the daily papers. Respondents were also asked whether the use of the library catalogue to search for information was time consuming. One hundred and eighty-seven respondents (77.8%) answered in the affirmative, 53 respondents (22.2%) indicated that the existing method of using the catalogue to locate information is not time consuming.

Again, when respondents were asked whether the catalogue method of searching for information is too complex, majority one hundred and eighty seven respondents (77.8%) indicated that the present method of using the catalogue to search for information is too complex, whilst 53 respondents (22.2%) have no difficulty using the catalogue to locate

information. When the patrons of the Accra Central Library were asked to indicate whether they would prefer access to the library's collections through computer systems, all the respondents 187 (100%) who indicated that the catalogue at the Accra central Library is time consuming and complex to use said they would prefer access to the library collection through a computer system.

3.1.5 The use of computer catalogue

When the respondents were asked why they prefer computers to be used to access the Accra Central Library's collection, 134 respondents (71.7%) indicated computer systems would facilitate access to information whilst 53 respondents (28.3%) indicated that computer access is faster and would provide more accurate information. The results are presented in Table 3.4 below.

Table 3.4 Responses on the use of computer catalogue

Why Computer?	No. of respondents	Percentage (%)
Easy access to information	134	71.7
Fast and accurate information	53	28.3
Total	187	100.0

3.1.6 Assessment of available facilities

The Table 3.5 below indicates the clientele of the Accra Central Library's perception of the adequacy of some resources at the Accra Central Library expressed by rating the services ranging from excellent, good, satisfactorily to poor. The number and percentages

of responses for each resource is entered under each rank and summary of the total responses for each for recorded at the bottom.

Table 3.5 Assessment of available resources

Resources	Excellent	Good	Satisfactory	Poor	Total
Reference materials	-	32(13.3%)	64(26.7%)	144(60.0%)	240 (100.0%)
Periodicals	117(48.9%)	85(35.5%)	38(15.6%)	-	240(100.0%)
Copying Facilities	-	-	-	240(100%)	240 (100.0%)
Fictions	-	59(24.4%)	117(48.9%)	64(26.7%)	240 (100.0%)
Total	117	176	219	448	

The Table 3.5 above indicates that majority, 144 respondents (60%) ranked the reference service at the Accra Central Library as poor, 64(26.7%) as satisfactory, and 32(13.3%) as good. One hundred and seventeen respondents (48.9%) ranked periodicals at the Accra Central Library as excellent, 85(35.5%) as good, 38(15.6%) as satisfactory. All the respondents 240(100%) ranked photocopying facilities as poor. When respondents were asked to rank fictions at the Accra Central Library, 59 respondents (24.4%) indicated good, 117(48.9%) as satisfactory and 64(26.7%) as poor.

3.1.7 Current services of information provision

When the library clientele were asked whether they like the current services of information provision by the library staff, majority 154(64.2%) indicated they did not like the current service provided whilst 86 respondents (35.8%) saw nothing wrong with the

current services. Again, when respondents who indicated they saw nothing wrong with the current library services were asked to indicate which aspects of the services rendered by the library staff of the Accra Central Library appeals most to them, 43 respondents (33.3%) indicated the research services by the library staff to clientele appeals to them. 21 respondents (26.7%) said the information searching for clientele by the library staff appeals to them whilst 22 respondents (20.0%) reported that staff attitude to assist clienteles in their information searching appeals to them. All the respondents agreed that computer systems would change library operations.

3.1.8 The effect of computer systems in library operations

When the 160 respondents who indicated the usefulness of computer systems in library operations were asked to indicate their perceptions of the effects of computer systems in library operations, 64 respondents (40.0%) indicated that computers were very efficient in service delivery. 58(36.2%) indicated that with computers in library operations, information access would be easier and faster, whilst 38 (23.8%) responded that computers would reduce the cost of information delivery. Table 3.6 below illustrates the results.

Table 3.6 The effect of computer systems in library operations

Change of Operations	No. of respondents	Percentages (%)
Efficient services	64	40.0
Easy and fast access to information	58	36.2
Reduced cost of information	38	23.8
Total	160	100.0

3.2 Responses from the staff of the Accra Central Library

In an effort to find out the problems and prospects of automating the Accra Central Library, it became necessary to find out from the staff at the Accra Central Library factors they perceived hindered the automation of the Accra Central Library and the prospects of automation they envisaged for of the Accra Central Library.

3.2.1 Department of respondents

When respondents were asked to indicate the department in which they worked, 5 respondents (33.3%) said they worked at the reference department, 4 (26.7%) worked at the lending, 3 respondents (20.0%) worked at the children's library and another 3 respondents (20.0%) worked at the Extension library.

3.2.2 Number of years at the Accra Central Library.

This question was posed to find out the number of years respondents has worked at the Accra Central Library, the results indicated that 2 respondents representing 13.3% indicated that they have worked for over 10 years. Three respondents representing 20.0% indicated they have worked between 7-10 years, again, 3 representing 20.0% said they have worked for between 4-6 years, whilst 7 representing 46% indicated they have worked between 1-3 years. None of the respondents had worked for less than a year. This is shown below in Table 3.7.

Table 3.7 Number of years at the Accra Central Library.

Number of years	No. of respondents	Percentages (%)
Less than year	-	-
1-3	7	46.7
4-6	3	20.0
7-10	3	20.0
Over 10 years	2	13.3
Total	15	100.0

3.2.3 Professional rank library staff.

When respondents were asked to state their ranks in the library, 7 respondents (46.7) indicated they were junior library assistant, 3 respondents representing (20.0%) indicated that they were library assistants, 3 respondents representing (20.0%) indicated they were library officers, while another 2 (13.3%) indicated they were principal / chief library officer. One respondent representing (6.7%) stated that she was a librarian. The result is shown in the table 17 below.

Table 3.8 Professional rank of library staff.

Rank	No. Of Respondents	Percentage (%)
Junior library assistant	7	46.7
Library assistant	3	20.0
Library officer	2	13.3
Principal library officer	2	13.3
Librarian	1	6.1
Total	15	100.0

The respondents were asked to state which sort of people visited the library. 9 respondents representing (60.0%) indicated that students top the category of people who visited the library. 5 respondents representing (33.3%) indicated researchers were their most clientele whilst 1 (6.7%) indicated lecturers and tourist.

3.2.4 Searches in the Catalogue

When the library staff were asked to indicate who conduct searches in the catalogue, the results of this question shows that 9 respondents (60.0%) indicated that users conduct searches with the help of library staff, 5 respondents representing (33.3%) indicated that searches in catalogues were conducted by the library staff, whilst 1 respondent representing (6.7%) said searches were done by users. The results are shown in Table 3.9.

Table 3.9 Searches in the Library catalogue.

Searches	No. of respondents	Percentage (%)
Users	1	6.7
Library staff	5	33.3
User with staff	9	60.0
Total	15	100.0

3.2.5 Problems encountered when locating books on the shelf.

When the library staff was asked to state whether they found it difficult locating books after consulting the catalogue on behalf of clientele? All the respondents 15 representing (100%) indicated in the affirmative.

3.2.6 Problems Encountered When Locating Materials in the Library

When respondents were asked to state the type of problems they encounter. when locating books on the shelves, over half of the respondents representing (53.3%) indicated that the problems they encounter were wrong shelving, 4 respondents representing (26.7%) also indicated deliberate hiding. Three respondents (20.0%) indicated that most of the books couldn't be located on the shelf although their cards are in the cataloguing cabinets. Table 3.10 below illustrates the above results.

Table 3.10 Problems encountered when locating materials in the library

Problems	No. of respondents	Percentage (%)
Wrong shelving	8	53.3
Deliberate hiding	4	26.7
Stealing	3	20.0
Total	15	100.0

3.2.7 Satisfaction of Services by Clientele.

An enquiry about library staff's perception of clientele satisfaction with services offered by them, 9 respondents representing 60.0% indicated that clients were not satisfied with the services offered by the working staff, while 6 respondents representing 40.0% indicated that clients were satisfied with the services provided by the working staff.

3.2.8 Types of clientele's satisfaction

The six respondents, who indicated that clients were satisfied with the kind of service provision, indicated that clients were satisfied because they got the information they wanted, and the library staff also directed them to other libraries where their needs could be met.

3.2.9 Clientele's not satisfied.

The nine respondents who indicated that clients were not satisfied with the kind services they received were asked to indicate why client were not satisfied. Six of the respondents representing (66.6%) indicated that clients did not receive up-to-date materials for their research, while 4 respondents representing (44.4%) indicated that most of the stock were torn and not presentable. This means the central government must provide adequate funds to purchase current books and make available funds to mend worn-out books.

3.2.10 Computer Literacy

An enquiry on whether the staff at the Accra Central Library knew how to use the computer showed that, nine of the respondents (60.0%) could not use the computer. Whilst 6 respondents representing (40.0%) stated that they could use the computer.

3.2.11 The Purpose of Computer Use

When the five respondents who indicated they could use the computer were asked to state what they could use the computer for, 3 respondents (60%) indicated they could use the computer for word processing, CD-ROM searching, and Internet whilst the remaining 2 respondents representing (40%) indicated they could use it for Word processing only.

3.2.12 Automation of the Accra Central Library

All respondents (100%) agreed that it is time to automate the Accra Central Library, the reason for their answer were that, respondents have discovered the effectiveness of computers in library housekeeping such as the one at the British Council Library hence their overwhelming support of Accra Central Library's automation. Besides, they agreed computers would save much of their energy and time during searches for clientele.

3.2.13 Library Routine's Automation.

When respondents were asked to list which of the library operations they thought need urgent automation, 12 respondents (25.5%) listed ordering/acquisition, circulation, reference, classification and cataloguing. Whilst 10 respondents representing (21.2%) listed circulation, 8 (17.0%) reference, 9 (19.1%) classification and cataloguing. Eight respondents representing (17.0%) listed other housekeeping operations as such as OPAC. This implies that these respondents actually know that computers with appropriate software could assist them in some if not the entire library work at the Accra Central library. The results are shown in table 3.11.

Table 3.11 Automation of library routine.

Housekeeping Automation	No. Of respondents	Percentage (%)
Ordering / acquisition	12	25.5
Circulation	10	21.2
Reference	8	17.0
Classification and cataloguing	9	19.1
Others (OPAC)	8	17.0

3.2.14 Why automating library routine.

On the question of why respondent's choice of library housekeeping service that needed urgent automation, 7 respondents representing (26.0%) stated that automation would enhance work at the library, 8 respondents (29.6%) stated automation would lead to easy access to information, whilst 12 respondents (44.4%) indicated automation would bring about quick delivery of information. The table 3.12 below illustrates the above results.

Table 3.12 Why automating library routine.

Automation	No. Of respondents	Percentage (%)
Efficiency and patron satisfaction	7	26.0
Easy access to information	8	29.6
Quick delivery	12	44.4

3.2.15 Job threatening

The nine respondents who indicated that they were not computer literate believed that their job would certainly be on the line if the Accra Central Library were automated. This was because their services would no longer be needed, because what they did manually would be automated.

3.2.16 Resources that support automation.

When the respondents were asked to state the resources of the Accra Central Library that support library automation, 9 respondents representing (32.1%) indicated that the library has the manpower although most of them not trained in computer applications. 5 respondents representing (17.9%) indicated the library has reliable catalogue, 8 respondents representing (28.6%) stated that the library has a well-arranged stock for easy location. Last but not the least, 6 respondents representing (21.4%) indicated that the present infrastructure support automation. Table 3.13 below illustrates the above result.

Table 3.13 Resources that support automation

Resources	No. of respondents	Percentage (%)
Manpower	9	32.1
Reliable catalogue	5	17.9
Well-arranged stock	8	28.6
Building	6	21.4

3.2.17 Factors that hinder automation.

On the question of what respondents think hinders automating the Accra Central Library. 14 respondents representing (41.2%) indicated unavailability of funds. Others 8 (23.5%) indicated as an additional reason that, majority of the staff are not computer literate. Still others 7 (20.6%) indicated lack of preparation among some of the staff to change to computer usage. Five respondents representing (14.7%) stated appropriate structural design be made on the present building to accommodate air-conditioners and other equipment. Table 3.14 below illustrates the above results.

Table 3.14 Factors That Hinder Automation.

Factors	No. Of respondents	Percentage (%)
Lack of funds	14	41.2
Computer illiteracy	8	23.5
Lack of preparedness to change	7	20.6
Structure re-design	5	14.7

3.3 Responses from the Director of Public Library Service

In an attempt to elicit the views of management in the problems and prospects of automating the Accra Central Library, the Director of Public Library Services, Ghana Library Board, the parent organization of the Accra Central Library was asked to indicate among other things whether the Accra Central Library has computers and if not, whether management have plans to acquire computers in future. The director was also asked whether the board had plans to automate the Accra Central Library and their perception

of the effects of the automation on the library operations at the Accra Central Library. Below were the results of the responses presented under the following headings.

3.3.1 Computers at the Accra Central Library.

Analysis of the data gathered from the director indicated that there are no computers at the Accra Central Library. But the Board has plans to purchase computers in future. If these computers are acquired in future, they would be used for administrative purposes, placed at service points for information retrieval, cataloguing and classification, internet access, for accounting purposes and in the stack room.

3.3.2 Automation of Accra Central Library

On the question of whether the Board has plans to automate the Accra Central Library, the director answered in the affirmative. According to the director, the board agreed that in future if the necessary funds are made available from the central government or any organization, automation would be used for ordering and acquiring books, dissemination of information, Internet services, networking among others.

3.3.3 Personnel of Accra Central Library.

When the director was asked whether the present personnel were competent enough to support the Library's automation. She agreed that most of the staff were not computer literate but management has a policy of training library staff both professional and para-professional. According to her, if the Board acquires computers in future, such personnel could be trained. Currently management does not employ personnel with information technology background.

3.3.4 Automation of library operations.

Analysis of the results to the question on which of the library operations management intends to automate, the director agreed with the following, cataloguing, classification, circulation, references, services, ordering and acquisition. In effect, all the library operations.

3.3.5 Effects of automation at the Accra Central Library.

On the question of the possible effect of automation on library operations at the Accra Central Library, the director envisaged effective and efficient delivery of services to library clientele. The director also envisaged financial problems with computer applications in the form of large capital outlay either for the purchase of the computers or the acquisition of software and other equipments. She also envisaged technical problems with the computer application at the Accra Central Library with the frequent power outages without stand-by generator, maintenance of equipments, vendor supports, problems of lack of air-conditioners.

3.3.6 Management position on computer application at the Accra Central Library.

Management favors the use of computers in public libraries. The Board does not receive enough funds for the public library operations from the central government. The central government frequently cuts in budget or financial estimates submitted to it by management. This in effect is hindering the Accra Central Library's automation in particular and public libraries in general.

CHAPTER FOUR

DISCUSSIONS, SUMMARY OF RESULTS, CONCLUSION AND RECOMMENDATIONS

4.1 DISCUSSION OF PROBLEMS RELATED TO AUTOMATING THE ACCRA CENTRAL LIBRARY

Automating public libraries can be saddled with many problems, especially at the design, implementation and evaluation stages. (Tedd, 1984). It is therefore of extreme importance that libraries must be aware of their limitations while considering an automated system. The operations of public library automated system are usually more complex and require more precision in their execution than in the manual system. The study revealed that, the problems of automating public libraries at the Accra Central Library ranges from financial to personnel problems. These problems are inter-related and inter-dependent and one cannot talk therefore about one and leave out the others. The problems discussed in this chapter are based on the findings of the study and the researcher lays no claims to having found all the problems of automating the Accra Central Library. The problems include financial, personnel, attitudinal and stable power supply.

4.1.1 FINANCIAL PROBLEMS

It is generally very difficult to find funds to support projects. It is quite obvious that not enough money is given to public institutions to be run effectively and Ghana Library Board the parent organization of the Accra Central Library is no exception. Lack of funds has not only prevented the library from procuring the needed materials but also affected the automation of library processes. It is very sad to say that the Accra Central Library

does not have a single computer not even for administrative purposes. The library also lacks the necessary funds to train staff to work satisfactorily. The annual in-service training organized for junior library assistant has been cancelled as a result of drastic budget cut from the central government.

4.1.2 PERSONNEL PROBLEMS

The Accra Central Library is presently understaffed as a result of continuous resignation by staff because of unattractive salary packages. Again most of the professionals and para-professionals are not computer literate. For automation of public libraries to be a reality in Ghana, the library staff needs to learn how to use computers in libraries.

4.1.3. ATTITUDINAL PROBLEMS

The attitude of most people to libraries and librarians in a developing country like Ghana leave much to be desired. The attitude of high officials in government in helping with automation has been uncooperative. On the other hand, the attitude of library staff to automation has not been the best. With the introduction of computers in many library operations, librarians have shielded away from trying to use it and see if it could solve some of their problems. The conservative nature of librarians is not doing the image of the profession any good nor is it helping the automation of the Accra Central Library. The study revealed that, training of library staff both professional and non-professional in computer applications in libraries is indispensable. Peoples' attitudes would have to change and libraries must be recognized as very important in national development.

4.1.4 STABLE POWER SUPPLY

One of the most critical factors that will affect the smooth running of automating the Accra Central Library is a stable power supply. Frequent power outage these days do not only halt operations and lead to loss of valuable data but also lead to eventual breakdown of the system. Again, Ghana as a tropical country with high temperature, humidity and dust makes it difficult to have a dust free air-conditioned environment.

2 DISCUSSION OF PROSPECTS RELATED TO AUTOMATING THE ACCRA CENTRAL LIBRARY

The acting Director of Public Library Services in an answer to an interview sees the automation of the Accra Central Library as a dream to come true. She says it would expose staff to the use of microcomputers to search and locate information thereby enhancing their effectiveness and efficiency in their services to library clientele, improve their information skills and skills in word processing and desktop publishing.

Even the necessary budgetary allocation from the central government, the Accra Central Library would improve its services to further promote the research and recreational needs of both library staff and clientele. For instance, the library can introduce new online information sources like the electronic journal and electronic bulleting board system. The introduction of electronic journal would enable the library clientele to view ideal texts that are related to their research interest from a computer database. Apart from these the Accra Central Library can undertake current services for library staff and library clientele on their research projects. One way of doing this is through matching the interest profile of library staff and library clientele with current publications and notifying them through the

electronic notice boards. Another way is by providing Selective Dissemination of Information for staff and library clientele by conducting searches of appropriate databases that matches their profiles. This can be done online using the Internet and the resulting citations mailed to them.

Another area that may be beneficial to the library and must be considered is the possibility of the Accra Central Library forming a union with other public libraries. Although none of the public libraries in Ghana is presently automated, entering such cooperation with other public libraries will help put the resources of other libraries at the disposal of the Accra Central Library through Inter-Library Lending and document delivery based on the establishment of a union catalogue.

4.3 SUMMARY OF RESULTS

The study undertaken by the researcher was to determine the problems and prospects of automating the Accra Central Library. In this era of information explosion, the majority of the problems in information centers such as libraries are being overcome with the introduction of computers in libraries operations. Again, the development of computer based libraries have been to save time, time and energy and to contain future expansion.

The result of the survey indicated that all the respondents, that is library staff including the director of the Public Library Services and library clientele, felt that it is time to automate the Accra Central Library and that automation would improve effectiveness and efficiency in service delivery and easy and fast access to information. The high rate of library use by students (84.4%) is an indication of how the library is well patronized by

the students in the schools in the Accra Metropolis. The survey indicates that the patronage of the library is good. Daily visit (62.0%) by the library clientele and (49.1%) of the library clientele have use the library between 1-5 years. Most of the library clientele (77.8%) would prefer access to the library collection through the use of computer systems. Again, as to whether library clientele like the current service of information provision by the library staff, majority of the library clientele (66.7%) indicated they do not like the current service provision but agreed that with the introduction of computer systems in library operation, things will change positively. Last but not the least, the present task facing management is that, funds received from the central government is woefully inadequate making public library management an expensive venture.

4.4 CONCLUSION

The emphasis in libraries is rapidly changing from just collection development to access to information. Providing access to information has become the principal goal and activity and coping with the technology and change are the principal driving forces of the emerging information age library. The explosion in the quantity, cost and communicability of information is a new phenomenon that calls for new responses. Among these responses must be a willingness to embrace new technology and accept change. Without doubt, the fever of computerization has gripped the Accra Central Library. The ability of computers to hold large amount of information and to print items from different access points all derived from a single record is beyond human imagination.

This study was initiated to see what was preventing the Accra Central Library from automating its library processes and the benefits it will derive from automation. The study revealed that among other things the library clientele, staff and management of the Accra Central Library are aware of the numerous benefit of computerization of library processes. However, financial, attitudinal, personnel and problems associated with the lack of stable power supply are the obstacles to automating the library. The study also shows that library automation is an effective means of introducing new information media to enhance the information provision of public libraries and hence improve the research situation among the library clienteles. The study led to the following conclusions:

- (a) The Accra Central Library's automation is a necessity, if the needs of the library clientele - students, researchers, lectures among others in Accra metropolis are to be met.
- (b) The Accra Central Library automation programme can serve as an adopted programmes in other regional public libraries when implemented.

However, these conclusions can only be put into effect when there is the adoption of the necessary standards or policies by the appropriate authorities to provide guidelines for both information technology and public libraries development in Ghana and there is also the adequate provision of government funding or donor-support.

4.5 RECOMMENDATIONS

In connections with the findings of the study, the following recommendations are made:

- (a) Library automation costs money therefore, public libraries administrators should make sure that they present a well-organized programme to the central

government to make them interested in the computerization of the Accra Central Library.

- (b) The automation of the Accra Central Library can succeed only with financial support from the central government. Therefore funds and other supports from other organizations should be provided to the Accra Central Library.
- (c) There should be an organized training programme in the use of computers in libraries for professionals and para-professionals staff at the Accra Central Library. This would eliminate isolation tendencies being felt by the library staff.
- (d) The Ghana Library Association should organize seminars and workshops on computer applications in libraries to create interest in this area.

It is therefore advised that the government change their present lukewarm attitude to library development in the country if they intend to embark on the introduction of information technology into the country. In these days of meager budgetary allocation for public institutions, public libraries administrators must also be in the forefront of all funding generating programmes for libraries development in their respective jurisdiction.

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APPENDIX (A)

THE BOOKSTOCK OF ACCRA CENTRAL LIBRARY.

CLASS NO: (D.D.C.)	000	100	200	300	400	500	600	700	800	900	N/F	FIC.	TOTAL
REFERENCE													
LIBRARY	652	117	113	264	176	1,007	1,492	330	389	1368	-	-	8,128
LENDING													
LIBRARY													40,129*
CHILDREN'S													
LIBRARY	111	23	577	907	844	568	283	119	98	200	3730	5333	9,063
EXTENSION													
LIBRARY	73	31	68	90	358	292	174	72	141	310	1709	851	2,560
TOTAL													59,880

* Details could not be provided by the head of department.

Key: N/F = Non-fiction FIC. = Fiction

APPENDIX "B"

QUESTIONNAIRE FOR LIBRARY CLIENTELE

This is a study on the prospects and problems of automating public libraries in Ghana. Your responses will enable the researcher to get the needed information for the work. The findings will also help towards improving the services of the public libraries in Ghana. Please, kindly provide the answers to these questions. Any information you provide would be treated as confidential. Thank You.

Signed: Elijah A. Mensah.

Instruction: Please make a tick in the box [] which provides the correct answer or write down the answer in the space provided.

1. Sex (a) male []

(b) female []

2. Present status

(a) student []

(b) researcher []

(c) lecturer []

(d) others (specify).....

3. When do you normally visit the Accra Central library?

(a) mornings []

(b) afternoons []

(c) evenings []

4. How often do you visit the Accra Central library?

(a) once a week []

(b) twice a week []

(c) three times in a week []

(d) more than three times in a week []

(e) daily []

(f) others (specify).....

5. For how long have you been using the library?

(a) less than a year []

(b) 1 – 5 years []

(c) 6 – 10 years []

(d) 11 – 15 years []

(e) over 15 years []

6. What service(s) do you use at the Accra Central Library?

(a) reference (looking for information) only []

(b) borrowing (checking out of books) only []

(c) reading the day's newspaper only []

(d) reading personal book only []

(e) others, please specify.....

7. The library catalogue holds library collections of a particular work or works on a particular subject and their locations on the shelf. The library catalogue aid library patrons like you to search for information. In your opinion, do you think the exiting method of using the library catalogue to search for information time consuming?

(a) yes []

(b) no []

8. Again is the library catalogue method of information searching too complex?

(a) yes []

(b) no []

9. If you answer yes for questions 9 & 10, would you prefer access to the library collections through the computer systems?

(a) yes []

(b) no []

10. If the yes, why the computer?.....

.....

11. In no, why?.....

.....

12. How would you rate the present library resources? Please write the letter that best corresponds to your answer in the space provided.

(A) Excellent (B) Good (C) Satisfactory (D) Poor

(a) reference materials []

(b) journal []

(c) photocopying facilities []

(d) fiction []

(e) others (specify).....

13. Do you like the current services of information provision by the library staff?

(a) yes []

(b) no []

14. If yes, which aspect of the services do you like?.....

.....

.....

15. If no, do you think with the introduction of computer systems in library operations things will change?

(a) yes []

(b) no []

16.

16. If yes, how will things change?.....
.....
.....
.....

17. In no, please give your reason(s).....

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

APPENDIX “C”

QUESTIONNAIRE FOR LIBRARY STAFF

This is a study on the prospects and problems of automating public libraries in Ghana. Your responses will enable the researcher to get the needed information for the work. The findings will also help towards improving the services of the public libraries in Ghana. Please, kindly provide the responses to these questions. Any information you provide would be treated as confidential. Thank You.

Signed: Elijah A. Mensah.

Instruction: Please, tick [] the right option in a Yes/No or a multiple – choice question. Where questions require a written – in answer, use the space provided.

1. Please indicate your department.....

2. Sex (a) male []
(b) female []

3. For how long have you worked at the Accra Central Library?
 - (a) less than a year []
 - (b) 1 – 3 years []
 - (c) 4 – 6 years []
 - (d) 7 – 10 years []
 - (e) over 10 years []

4. What is your present rank in the library?

- (a) junior library assistant []
- (b) library assistant []
- (c) senior library assistant []
- (d) library officer []
- (e) principal/chief library officer []
- (f) assistant librarian []
- (g) librarian []
- (h) senior librarian
- (i) others (specify).....

5. Who are your most clientele?

- (a) students []
- (b) researchers []
- (c) lecturers []
- (d) adults []
- (e) others (specify).....

6. Who conducts searches in the catalogues?

- (a) users []
- (b) library staff []
- (c) users with the help of library staff []
- (d) others (specify).....



34. Do you encounter problems when locating books on the shelves after using the catalogue, charging and discharging of books and conducting searches?

(a) yes []

(b) no []

35. If yes, what are these problems.....
.....
.....

9. In your opinion, are your clients satisfied with the services you provide?

(a) yes []

(b) no []

10. If yes, how are they satisfied?.....
.....
.....

11. If no, why are they not satisfied?.....
.....
.....

12. Are you computer literate?

(a) yes [] (b) no []

13. If yes, which of the following are you able to use the computer for?

- (a) word processing []
- (b) CD – ROM searching []
- (c) Internet searching []
- (d) Others (specify).....
.....

14. In your opinion, do you think it is time to automate the Accra Central Library?

- (a) yes []
- (b) no []

15. If yes, please indicate which library housekeeping services in your opinion need urgent automation?

- (a) ordering / acquisition
- (b) circulation
- (c) reference
- (d) classification & cataloging
- (e) others (specify).....

16. Why your choice of answer for question 15?.....

.....

17. If you answer no to question 13, why no?.....

.....

.....
18. If you answer no for question 11, do you not think your job will be on the line if the Accra Central Library is automated?

(a) yes []

(b) no []

19. If no why not?.....
.....

20. In your opinion, which of the resource(s) available at the Accra Central Library supports library automation?.....
.....

21. What factor(s) do you think hinders automating the Accra Central Library?
.....
.....
.....

APPENDIX "D"

INTERVIEW FOR DIRECTOR OF PUBLIC LIBRARY SERVICES

This is a study on the prospects and problems of automating public libraries in Ghana. Your responses will enable the researcher to get the needed information for the work. The findings will also help towards improving the services of the public libraries in Ghana. Please, kindly provide the answers to these questions. Any information you provide would be treated as confidential. Thank You.

Signed: Elijah A. Mensah.

1. Does the Accra Central Library have computer(s)?.....

.....

2. If yes, what type of computer(s)?.....

.....

.....

3. In you answer yes for question (2), since when has the board had computer(s)?

.....

.....

4. Again, if you answer yes for question (2), what are these computer(s) used for?

.....

.....

.....

5. If you answer no for question (3), does the Board have the intention to purchase computer(s) in future?.....
.....

6. If yes, what will these computers be used for?
.....
.....

7. In no, why no?.....
.....

8. Does the Board have plans to automate the Accra Central Library?.....
.....
.....

9. If yes, for what purpose?.....
.....
.....

10. Again if yes, does the present personnel favour automation?.....
.....
.....

11. Does the Board employ personnel with Information Technology background?
.....



12. If no, do you think training of the library staffs both professional and para – professional in the computer application in libraries are indispensable?

.....

13. Whichever answer is given, please state your reason(s).....

.....

.....

14. If no for question 13, why no?.....

.....

.....

.....

15. If you answer yes for question for (9), which of the library operations do you intent to automate?.....

.....

16. In your opinion, what effect will automation have on the library operations at the Accra Central Library?.....

.....

.....

.....

17. Do you envisage any financial problems with computer applications at the Accra Central Library?.....

18. If yes, specify.....

.....
.....

19. Do you envisage any technical problems with computer application at the Accra Central Library?.....

.....
.....

20. State reasons for your answer.....

.....

21. What has been the position of management to computer application at the Accra Central Library?.....

.....

22. Do you receive enough funds for your library operations?.....

.....
.....

23. Whichever answer is given for question (22), please give reasons for your answer.....

.....
.....

