PROMOTING EFFECTIVE USE OF LIBRARY RESOURCES AND SERVICES AT KWAME NKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY LIBRARY, KUMASI, GHANA

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Abstract

University libraries acquire print information resources such as books and journals as well as electronic information resources to support teaching, learning and research and also facilitate knowledge dissemination. This explains why various library services have been developed to promote and facilitate effective use of recorded information in all formats by users. This paper examines the resources available and services offered by the Kwame Nkrumah University of Science and Technology (KNUST) Library. The methodology used was records on files, interviews and *observations. It concludes that in spite of library budget cuts, KNUST Library has made systematic efforts in promoting effective use of its resources by its users. It then makes recommendations to facilitate the more effective and efficient use of KNUST Library resources.*

Keywords*:*   LIBRARY FACILITIES, INFORMATION RESOURCES, USER INFORMATION NEEDS, USER SATISFACTION, UNIVERSITY LIBRARIES

Introduction

Students, lecturers and researchers in academic institutions rely on libraries to provide the information they need in support of teaching, learning, research and knowledge dissemination, which is a fundamental reason for the libraries' existence. For an academic library to be effective, it needs to explore the crucial relationship between libraries and its users, focusing on developing and managing reliable resources and services. The Library should be aware of users' information-seeking behaviour and also their needs and wants. An effective academic library also provides Information Communication and Technologies (ICTs) service that aids timely delivery of information in response to users' needs.

The effectiveness of library resources and services can be measured in various ways. Ene (1978) states that "libraries are judged by set objectives: [and] application of set standards to measure the quality of operations." On the other hand, we can use both qualitative and quantitative techniques in determining the effectiveness of a library. Irrespective of whether the effectiveness is quantitative or qualitative, parameters are set to be judged by users, who are in the best position to evaluate the effectiveness of the library. Students, faculty members and researchers of academic institutions should have an interest in evaluating library resources since they are provided to satisfy their information needs.

The effectiveness of a library is also gauged or assessed by its resources – human and material and the services it offers through these resources. There is therefore the need to regularly evaluate library services to find out if patrons' needs are being met by the available resources. For this reason most university libraries have collection development policies which they adhere to. This is because a system of information is relevant only if it affords access to the right kind of documents. According to Nwalo (1997) the library's effectiveness is measured in terms of the satisfaction expressed by its users. Libraries are one of the most

important steps in the research process and with the right resources and services; academic librarians can give scholars a great advantage in terms of authentic information. Fabunmi (2004) describes library effectiveness as including information customized to meet individual needs. He also states that effective library systems are timely in delivery, meet their specific needs, are easy to understand/use, and are delivered by courteous and knowledgeable staff.

Effective libraries explore unique considerations for collection development and creation of information literacy instruction in support of its special groups of users including undergraduate and graduate students, professors, lecturers, visiting scholars and researchers.

Objectives
The purpose of this paper is to examine the resources and services offered by Kwame Nkrumah University of Science and Technology (KNUST) Library.
The specific objectives of the paper are:

- To identify the strategies for promoting the use of library resources and services;
- To assess the methods for effective use of the resources;
- To identify problems in the method used for effective use of Library resources and
- To make recommendations to facilitate the effective and efficient use of the KNUST Library resources and services.

Methodology
Both primary and secondary sources were used for the study. The primary sources included records on files and interviews with the library staff, particularly senior members and some senior staff and personal observation.
The observation method applied was unstructured since the writer embarked on this method without any predetermined criteria but rather with an open mind, and activities and happenings were recorded as they unravelled.
The observation was done for a period of two semesters, September to December 2009 and January 2010 to May 2010. This was supplemented by secondary sources such as books, journals, and Internet resources.

The Development of KNUST Library
The birth of the KNUST Library dates back to 1951. With the promulgation of the College of Technology, Science and Arts Ordinance (No. 19 of 1951)[Note 10], the Teacher Training College at Achimota, Accra, was moved to Kumasi and its accompanying library formed the nucleus of the present library at KNUST, Kumasi.
Initially, the Library was housed in temporary prefabricated buildings at the Biological Science Department. However, in April 1961, it moved from the temporary building to the present permanent and imposing site (Osei, 1996).

The KNUST Library now serves six (6) Colleges. These are the College of Art and Social Sciences, College of Engineering, College of Architecture and Planning, College of Agriculture and Natural Resources, College of Science, and College of Health Sciences. Each of these colleges has a library headed by a College Librarian. The main library recruits staff and posts them to the College Libraries. The main library's resources are shared with the College Libraries, especially journals subscribed under the Association of Commonwealth Universities (ACU) scheme. Since only single copies are allowed to be subscribed, all the journals are ordered and processed and displayed at the Serials Department. However, Faculty members and College Librarians are involved in the selection.

KNUST Library is one of the major academic libraries in Ghana with a comprehensive collection of documents, particularly in the fields of science and technology. This is enhanced by the expertise and subject knowledge of staff. The Library plays a key role in the academic life of the University. This role is strictly and purely educational. It acquires and provides the resources for the pursuit of knowledge, and serves as a source of information to students and the academic and non-academic staff mainly, for the collection, evaluation, interpretation and dissemination of knowledge. The information resources, both print and electronic, (such as serials, bibliographies, indexes, abstracts and other related materials) provide essential background knowledge for teaching, learning, research and knowledge dissemination. Currently, KNUST Library is a member of the Consortium of Academic and Research Libraries in Ghana (CARLIGH) which provides electronic information resources for its members at a fee. Some of these resources are HINARI, AGORA, EBSCO HOST, Emerald, Blackwell/Wiley and others.

As a fully-fledged academic department within the University structure, the professional staff of the KNUST Library holds academically-related grades. The Library is headed by a University Librarian, who is assisted by a Deputy Librarian. There are 17 other professionals of whom three are Senior Assistant Librarians. Every College has a qualified librarian who manages its Library. While they are directly responsible to their Provosts for the day-to-day administration of the College Libraries, the College Librarians owe their recruitment and supervision to the University Librarian.

A university library is a service institution and the quality of its service depends primarily on the quality of its resources and staff. To this end, the KNUST Library places a high premium on the professional competence, scholarship and calibre of personnel in the recruitment of professional staff. On appointment, regular training programmes are put in place to keep them academically and professionally enriched and active.

Collection Development
The main goal of collection development is to meet the information needs of library users and to make effective use of them based on the vision and mission of the institutions concerned. Traditionally, when information was mostly in print form, libraries were best known for book acquisition, organization, storage and retrieval. In recent times, however, there have been multiplicities of formats and sources in use. Kennedy (2006) describes collection development as encompassing interrelated activities concerned with building and maintaining library collections to serve the wants and needs of users. The Acquisition and Serials Departments of KNUST Library have the responsibility of acquiring library materials, mostly books and journals for the University Library. Generally, materials are acquired through purchasing, legal deposit, institutional exchange and through donations. It is also required by postgraduate department to collect from students and deposit postgraduate theses to the Library.

Some analysis done by Ahenkorah-Marfo (2005) confirms that majority (75.5%) of KNUST library collection is through donations, followed by purchasing, then submission of theses and finally by legal deposit. The rising cost of literature is the main challenge of collection development which the university libraries especially in developing countries have faced for many years. Data from the Budget Office of KNUST indicate that for a period of five years (2004-2009) the allocated budget for the library was 3%, but the actuals is only 2%. This has therefore led to a situation where the percentage of book donated is higher than books purchased. The situation, to some extent has adversely affected service to users, since books

donated normally do not satisfy user needs compared to books recommended by faculty and purchased by the Library. However, the print materials are being complemented with Electronic Journals and Databases through the Library's active membership of CARLIGH.

The book stock of the University Library used to be 345,000 volumes, but after weeding, the current stock stands at 115,000 volumes of books and over 3,500 periodical titles, 360 of which are current including a substantial collection of materials that the Library subscribes to regularly. Although there have been regular budget cuts for the purchase of books, it has not affected the subscription to over 200 journal titles through the Association of Commonwealth Universities' Protecting the African Libraries (ACU-PAL) Scheme for the past four years. This is a balanced collection tailored to meet the needs of the lecturers and students of the various programmes offered by KNUST.

Registration of Users

Every member of the academic community is eligible to use the Library for reference, but only registered members have the privilege to borrow books and other relevant materials for use outside the Library for specific periods, depending on one's status. On registration, each user is given an identity card with his/her passport photograph affixed behind, to enable him/her have access to the Library's collection. Each registered member is also given a copy of the **Library Guide,** which provides general information about the Library, including its resources, rules and regulations and opening hours. The Library has the richest collection in science and technology in the whole of the Ashanti Region of Ghana. An interview with the University Librarian confirmed that, members of the public, especially in the Kumasi metropolis are allowed to use the resources in the Library although it is meant primarily to serve the members of the university community.

Antwi (1989) argues that unauthorised users pose a large threat to the library collection such as stealing and mutilation of materials. To check this influx of outsiders, KNUST has adopted a policy whereby certain categories of people notably Alumni of the University are granted permission to use the Library subject to approval from the University Librarian. Currently the University Library has 17,097 registered members out of a student population of 26,000. This indicates that 65.7% of the students are registered members of the Library which is an indication that students depend greatly on the resources and services of the Library.

Orientation /User Education

According to Fidzani (1998) an evaluation of user education literature reveals the importance of user education in academic libraries. It is believed that improving users' knowledge of their libraries' collection and services could be a motivating factor for more usage and more demands on the library. Training in the use of information should be part of all students' education and therefore should be an ongoing process. There is therefore the need for instruction in the use of libraries and information services at all levels of educational institutions. At the post-graduate level, detailed instructions in methods of searching and formulation of clear requests and referencing are necessary.

Library orientation is a welcoming activity and often forms part of the university's orientation programme for first year students Agyen-Gyasi (2008). In times past, KNUST Library organised user education for all new students in the form of lectures followed by demonstrations and guided tours of the various departments in the Library: Lending, Photocopying, Ghana Collection, Reference, the United Nations, Theses, Women's

Collection, Serials, World Bank collection, and Electronic Information. This activity aimed at making the users easily find and effectively maximise the use of the resources in the Library.

According to Agyen-Gyasi (2008), the major challenge facing KNUST Library is how to organise user education more effectively given the rise in student numbers, the limited number of professional staff and the advent of electronic resources which has changed the information landscape. However in 2006/2007, the KNUST Library introduced video presentation into user education, with a recorded version of the orientation programme for new students, in the form of a DVD that replaced the lecture. The aim was to find ways of better educating fresh students on the use of the Library. Resource persons in the recorded orientation included the University Librarian and Heads of the Cataloguing, Lending, Serials, Reference and Research, and Electronic Information Departments.

For students to effectively use the resources, librarians need to teach information literacy skills as a semester course for first year students. This will mean that by the time they are through with this course, students would be able to access and fully use the resources provided by the library effectively. It is in line with this that the Library has made a proposal to the Academic Board for the introduction of information literacy skills for first year students in KNUST (Ahenkorah-Marfo and Teye, 2009).

Borrowing of Books
The Circulation Section holds 32,000 volumes of books which account for 27.8 % of the entire collection of the University Library. Only books in this section can be borrowed. The materials in this section may be lent out to registered users who are usually given borrowers cards, and are therefore registered with the Library.

Below are the borrowing details for the various categories of staff and students of the University:

Table 1: **Borrowing period for categories of staff and students of the University**

Categories	Number of Books	Period
Lecturers	15	1 Semester
Part-time Lecturers	10	1 Semester
Demonstrators	7	2 Semesters
Other Senior Members	7	2 Weeks
Postgraduate Students	7	2 Weeks
Undergraduate Students	5	2 Weeks
Senior and Junior Staff	5	2 Weeks

*Source: KNUST Library Guide, 2009

All users can renew borrowed books only once if these are not requested for by other users. This is to ensure that users do not monopolise certain books and to encourage them to consult other information sources, and also for other users to have access to such books.

Borrowing Pattern
Data collated at the Lending Department in Table 2 shows the quantities of books borrowed within the last three academic years: 2006/2007 academic year recorded 3665, 2007/2008 recorded 4248, and 2008/2009 academic year had 4351 volumes of books respectively. Analysis of the borrowing trends shows engineering books are heavily borrowed, followed by

Mathematics and Economics. History is the least, and it accounts for the fact that the number of students offering Engineering and Mathematics far exceeds those in History and other disciplines.

Table 2: KNUST: Total number of Books Borrowed, 2006-2009

Academic Year	Engineering Books	Mathematics Books	Economics Books	History Books	Total
2006/2007	1414	1195	967	89	**3665**
2007/2008	2162	1187	845	54	**4248**
2008/2009	2229	1180	919	23	**4351**
Total	**5805**	**3562**	**2731**	**166**	**12264**

*Source: KNUST Library Guide, 2006-2009

Sanctions
Currently, the Library has imposed overdue fines at the rate of 10 Ghana pesewas, (7 US Cent) per day, and this increases to 20 Ghana pesewas (14 US cents) per day after a week and on and on till the books are returned. According to the Lending Librarian, the sanction tends to discourage users from unduly keeping books beyond the officially stipulated loan period. As a policy the University requires both staff and students to obtain clearance from the Library before they can be officially released by the University. Information gathered from the Lending Librarian indicates that this is a means to prevent users from leaving the University with library books.

Reference Service
The Reference Section stocks a variety of materials. These include reference sources such as dictionaries, handbooks, manuals, yearbooks, directories, bibliographies and encyclopaedias. The Library acquires only one copy of a reference material if the cost is high. The items in the Reference Section are only to be consulted by the users in the Library. Lecturers, on application, are allowed to borrow reference materials for a limited time if such materials are to be used in a lecture or in class. The Reference Librarian and her staff are always at post to help users make use of relevant publications in the Library. When the need arises she also directs users to the resources of other libraries. Fortunately, due to easy access to information from the materials provided in this section, it has become the first point of call by students and lecturers when embarking on research. Basically it is heavily used by the first and the final year students.

Photocopying Service
Photocopying is an important aspect of Reader Services activities in KNUST Library. It is regarded as a substitute for book loans because it saves the scarce materials from getting lost in transit while at the same time maximizes the use of the collection (Agyen-Gyasi, 2009). The primary aim of this service is to encourage users to make photocopies of library materials especially those not in circulation within the copyright law. This is also intended to discourage unscrupulous users from stealing or mutilating the library materials. It is in realization of this objective that the Library gives subsidy on library materials photocopied.
According to Agyen-Gyasi (2009) the KNUST Library photocopying rates appear uneconomical given the high cost of paper, toner, staff remunerations, cost of servicing the photocopiers and electricity, but they are fixed at low rates for strategic reasons, notably to prevent students from removing pages from the books.
The high cost of books, the paucity of the book stock, and the under developed interlibrary loan system have made photocopying a major means of access to the limited information resources of the Library. The Library also regards the service not only as a ready source of

information to its patrons but also as a means of reducing pressure on and associated vandalism against the book stock. The Library has two heavy-duty copiers. In 2008 the Department recorded 454 requisitions, 2009 it had 462 requisitions and 2010 as at April 25, 2010 it had recorded 296 requisitions. Photocopying services in the University Library is rather on the low side due to constant breakdown of the photocopiers and irregular power supply.

Resource Sharing

According to Adzobu and Opare-Adzobu (2010) interlending is an established aspect of library practice the world over. This is due to the fact that no matter how endowed libraries are, they are no longer able to provide on-site all the needs of their patrons. This is attributed to factors such as:

- Information explosion - the large quantity of information being published daily in the world;
- The variety of formats in which information is available;
- Increasing cost in acquiring information and technology to access the various formats
- Lack of know-how in using the technology (especially in developing nations)
- Disparities between resources available to users by reason of geographic location and or socio-economic position; and
- The large number of courses being offered by institutions; sometimes without appropriate provision of readily available and relevant course materials.

These have compelled libraries to optimize the use of their individual resources through networking. This provides them the means to solve the problem of inadequate provision in their local situation.

In this regard KNUST Library supplements its resources and facilities with those of other libraries. It obtains publications, through inter-library lending, from some university libraries for interested academic staff of the University. The libraries patronized include University of Ghana, Legon, University of Cape Coast and University of Mines at Tarkwa.

Because of the risk involved in sending books through the post, the Library always arranges to collect and return materials from other libraries through personal contacts. This method is expensive and has thus reduced the efficacy of obtaining relevant publications through inter-library lending.

The KNUST Library also encourages its registered patrons to make direct use of other libraries especially sister university libraries. The Library therefore gives introductory letters to interested patrons to facilitate using the resources of such libraries. Our patrons are advised to forward the titles they consult in other libraries to the University Library to enable the Library acquire such materials in future. This is to ensure that more facilities are available for the use by the clientele of the Library at a later period. The electronic era has necessitated the adoption of improved and faster media. Electronic information delivery has also contributed a great deal to accessing of information resources outside the library. With this method of document delivery, other resources include books, journals and other media, pictures, journal articles could be scanned and sent as e-mail attachments. All these have facilitated and sped up inter-lending.

Electronic Resources

The University Library has an Electronic Information Department, which has access to over 45 online databases on various subject fields from EBSCO HOST, EMERALD, JSTOR, HINARI, AGORA, SAGE and others to serve the needs of the users.

Statistical figures provided by the Electronic Information Department of the KNUST Library (Table 2 below), show that members of the university community use these resources.

For example, in the year 2005 the total downloads from all the databases was 7,870, this increased in 2006 to 68,563, and further increased to 197,704 in 2007. In 2008 the number of downloads decreased to 84,606. The Librarian in charge of this department attested that the decrease was as a result of intermittent disruption of electricity and internet connectivity for a period of six months.

The most used database was the Emerald insight where for example in 2007, the total downloads was 126,660. This may be due to the fact that majority of the postgraduate students who used these databases read social science courses, which Emerald specialises in.

Table 2: ELECTRONIC RESOURCES
Usage Statistics of Databases in the KNUST Main Library from 2005-2009.

NO	DATABASE	YEAR/NO OF FULL TEXT DOCUMENTS ACCESSED				
		2005	2006	2007	2008	2009*
1	Institute of Physics	77	87	193	213	697
2	Annual Review	67	132	653	856	30
3	Beech Tree Publishing	-	-	36	122	2
4	National Academic Press	-	23	78	101	9
5	Mary Ann Liebert	-	354	308	856	93
6	Geological Society	-	-	-	43	6
7	JSTOR	-	4161	23,945	22,479	26,655
8	Nature Publishing	-	-	344	474	76
9	Oxford University Press	273	658	567	669	59
10	University of California	-	-	332	298	32
11	Royal Society Journals Online	-	-	-	-	-
12	Royal Society for Chemistry-RSC Archives	46	352	444	494	23
13	Cambridge University Press	-	386	947	567	89
14	KIT SDI	-	-	-	67	44
15	Access to Global Online Research in Agriculture (AGORA)	789	10,989	13,563	13,856	342
16	Health Internetwork Access to Research Initiative (HINARI)	216	8,530	9,009	11,085	88
17	Online Access to Research on the Environment (OARE)	-	-	-	977	33
18	EBSCO	2,188	1,592	2603	2214	388
19	Emeraldinsight	3577	36,980	126,660	7,022	9,442
20	Boimedical Central	-	-	733	874	32
21	Directory of Open Access Journals (DOAJ)	-	884	8,755	8, 064	73
22	Blackwell Synergy	-	1,401	3,673	3,895	-
23	Wiley and Sons	4	47	87	44	-
24	Blackwell -Wiley	-	-	-	109	34
25	African Journals Online	65	89	1,018	1,087	17
26	British Library Document Supply Centre	247	955	-	-	-

27	Electronic Development Information System (ELDIS)	321	453	1,986	3,477	75
28	Scientific Electronic Online (SciLEO)	-	-	859	3,985	9
29	Science and Technology Information System (SIST)	-	489	911	678	11
	Total Downloads	**7,870**	**68,562**	**197,704**	**84606**	**2718**

Source: Figures sourced from Publishers' Log Report and others collated from Electronic Information Department, KNUST Library as at 28th February, 2009.

Effective academic libraries also provide information communication technologies (ICT's) that aid timely delivery of information in response to users' information needs. ICTs are combined with standardized information delivery techniques at KNUST Library.

The Library is a member of the CARLIGH. The vision of CARLGH is to be a centre of excellence in providing recorded knowledge in all formats especially electronic, for teaching, learning and research activities in Ghana. Its focus is to pull resources together by negotiating and subscribing to electronic resources for the benefit of all members.

CARLIGH has successfully negotiated licensing agreements for over 40 selected databases and 20,000 e-journals for users of some academic and research libraries in Ghana. Each institutional member pays annual membership and subscription fees of GH¢500 (US$380) and US$4500 respectively.

Institutional Repository (IR)
Institutional Repository (IR), according to Lynch (2003), "is a set of services offers (sic) to the members of a community for the management and dissemination of (completed) digital research materials created by the institution and its community members".

The following are some of the benefits of IRs:

- Increase in the visibility, use and impact of KNUST research output worldwide, because it is on open access and one can access it through the major search engines;
- Provision of a central place where all KNUST research output is archived enabling quick and easy access;
- Effective means of sharing research information with the world since it is mostly on free access and so institutions that have limited funding and so cannot maintain a library collection can also have access to critical information;
- Brings about global researcher collaboration; and
- Each item has its own URL to enable easy access.

It is essentially an organisational commitment to the stewardship of these digital materials, including long-term preservation where appropriate, as well as organisation and access or distribution (Lynch, 2003). This set of services includes the collection, storage and preservation, in digital format, and retrieval of items submitted to the repository. As increasing amount of research and scholarship exists in digital form, collecting and preserving these materials serve multiple purposes. In UK and elsewhere in Europe, America, Australia and South Africa all quality universities have institutional repositories

In Ghana, KNUST is the only academic institution with an institutional repository. This facility was introduced in February 2009 and was supported by the Association of African Universities (AAU). The AAU donated a server and a scanner to the Library for the setting up of the platform for the project. According to Asamoah-Hassan (2010), the KNUST IR is a pace setter in the West Africa sub-region being one of the three and the one with the highest number of entries as at February 2010. It can therefore be said that IRs that are planned by institutions in the sub-region are likely to look up to it for guidance in order to avoid costly mistakes that may affect their take off and effectiveness.

The KNUST IR has been managed by the Library since February 2009. The facility is currently being used mainly by faculty members and post-graduate students. Figures at the Theses Section show that 60% of users who request for hardcopies of theses retrieved the abstract from the KNUST Institutional Repository. This has therefore reduced the stress involved in flipping through the list of theses on brittled sheets of paper.

The Discussion Area
One of the major concerns that users have for a library is its space (Limberg and Alexandersson 2002). Specifically, users are concerned with the availability of study or discussion space in the library. This is particularly true for student users in a university environment, where libraries are used as places for studying and nowadays for discussions. As a result, study space has become one of the key criteria for measuring the performance of academic libraries (Whitmire, 2004). Needless to say, the more space a library provides to its users for studying and for discussions, the better service it renders. Similarly, the better conditions a library possesses for its study areas and facilities, the higher the users' satisfaction.
The discussion areas were created in September 2009 by the University Library to foster collaboration and the creation of spaces for learning. The area currently accommodates one hundred and forty-four students, and it is located at the Lending Department. Before it was created, the Department could only seat fifty five people.

Since this facility was created, the number of users has been overwhelming which confirms the assertion by Shill and Tonner (2004) that libraries which have changed and developed their physical space into discussion areas experienced sustained increases in usage of the physical facility. The discussion area is always full between the hours of 4:30pm to 9:30pm each day. Students go for lectures during the day and some of them meet at the discussion area in the evening. According to the students they are excited that discussion areas have been created in the University Library to foster group study and collaboration among their peers.

KNUST Library will need to consider providing more of such facilities for users to effectively use the library resources and services.

Library Automation
The KNUST Library formally commenced computerisation of its resources in June 2009. Very soon the entire library collection would be online such that users would have easy access to the collection through the use of the Online Public Access Catalogue (OPAC). Interviewing the Systems Librarian, he mentioned that College Libraries are feverishly working towards linking their catalogues to that of the University Library to enable the University community derive maximum benefit from the OPAC. The trial run of the automation project is to be tested by the end of 2010. All the relevant staff of the University Library system have been trained on the use of the Alexandria software for the automation of

the Library's resources and services. There is also a step by step instructional demonstration in the software which instructs the users on how the system operates. The current technology not only empowers users with wider choices for information - seeking but also necessitates them to possess technical skills to access information in the electronic media. This service would offer a user - oriented service which is quick, reliable and efficient for optimal use of the Library's resources and services. Again it will enhance research, teaching and facilitate knowledge dissemination in the University and also for the Library to serve distant learners effectively since online information delivery is very useful for distance learners.

Current Awareness Service

Current awareness is a way of notifying users of current documents offered by libraries and information services e.g. bulletins, press cuttings, indexing and selective dissemination of information. Unfortunately, KNUST Library does not use any of these services to assist its users in meeting their information needs.

Rather it makes good use of the technological inventions in getting information to the doorstep of the users. The Library publishes the 'Current Acquisitions' on the University Library website for staff and students to know the latest additions to its stock. In addition, the Library displays the jackets of the new additions at the Lending Departments' display board, which is accessible to all users. The purpose of this is to draw users' attention to new publications with the view to encouraging them to use such items when they are finally integrated into the general collection, thus aiding in the effective use of the resources.

Library Regulations

The University Library has regulations to guide its patrons in the use of its resources. The regulations, for example, focus on how to take care of library property and the respective sanctions that may be imposed on defaulters. These regulations aim at protecting the materials and ultimately promoting their maximal use. The regulations are documented in the "**Library Guide**", a copy of which is given to every user when he formally registers with the Library. Those who disregard library regulations are promptly dealt with appropriately.

Currently, the use of mobile phones in the library has been a major challenge to the users. Using a phone in the Library now attracts a fine of 10 Ghana cedis (7 US Dollars). Almost every day users are either warned by the library staff, their phones are seized or a fine imposed on them. On the whole, the users have been keeping to laid down regulations and this has ensured their smooth access to the Library's resources.

Conclusion

Obtaining information quickly is the main concern of the users who want their library to be state-of-the art and responsive to their needs. Therefore the need to understand the dynamics of service delivery and make sincere attempts for users to speedily access their resources and to make effective use of them is vital. The staff of KNUST Library must be concerned with how well the Library performs. They should consider how the Library could utilise the limited resources available to achieve an effective level of service to the university community. In spite of insufficient funds, KNUST Library has made conscious efforts at rendering effective service to its users. On the whole, the generality of users have been very cooperative in using the available resources and services provided by the KNUST Library.

Recommendations

The following recommendations are being made to facilitate the effective and efficient use of KNUST Library resources and services:

- KNUST should recognize the vital role the Library plays in achieving the primary goal of the institution. The KNUST Library therefore needs to be well-funded to provide the relevant information resources and services needed for the realisation of the university's corporate objectives as one of Africa's foremost scientific and technological institutions. It is against this background that the university should consistently be allocating 10% of its annual financial provision to the Library in line with the government's policy of funding public universities;
- The KNUST Library must publish a "**Library Bulletin'',** which should contain the latest acquisitions of titles, Library news, feature articles and more;
- Emails should also be sent regularly to the lecturers informing them about new journals received by the Library**.** The Serials Department must go a step further by sending the content pages of these journals to lecturers whose research areas are known to the Library;
- Members of the general public who use the Library's resources should be charged some fee as a way of generating some income which could then be used to supplement government subvention to expand its facilities and improve its services; and
- If the Library is to encourage users to photocopy journal articles and chapters of books then constant breakdown of the photocopier and irregular power supply must be attended to urgently.

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