

**REVITALIZING KATSINA STATE PUBLIC LIBRARY SOURCES OF
INCOME GENERATION ACTIVITIES THROUGH OFFERING
SPECIAL SERVICES**

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Abstract

In response to paucity of funds in Katsina state public libraries, library managers have been compelled to introduce new idea of sourcing for funds in order to generate income to carter for the day to day smooth running of the library and sustain quality library services delivery to users. The objective of this study were to; evaluate the strength or state of available sources, examine the challenges facing offering special services and identify the actual measures to tackle the challenges facing offering special services for income generation activities. Qualitative research methodology was adopted and unstructured interview guide was used for data collection from 4 respondents out of 37 using purposive sampling and thematic analysis was used to systematically code and categorizes the data. The study revealed that sources of income for the library are not enough and they do not offer any special services; the study inadequate funding from state government to support the wider picture and opportunity for public libraries to seek for other sources of fund; also the study revealed adequate funding from the government for public library to perform special services functions. When done properly, it helps the library meet its financial goals to eradicate the scarcity of funds. The study recommends that government should allocate adequate funds to library as much as it's needed to fulfil their special services functions, the library management should create a clear special services plan and perform different develop programs to generate income.

Key Words: revitalizing, public library, sources of income generation, offering special services

Introduction

The public library is a local centre of information making all kind of knowledge and information readily available to its users. The services a public library are provided on the basis of equality access for all, regardless of age, race, sex, religion, nationality, language or social status even the. American Library Association (2021) believe in the public library as a living force for education, culture and information and as an essential agent for the fostering of peace and spiritual welfare through minds of men and women. Casson and Lionel (2017) therefore encourage national and local government to support and actively engage in the development of public libraries, and now a days funding continues to go down at the same time the cost of materials and staff continues to increase. Hence, the offering special services are an important activity that Katsina State Public Library can engage in order to generate income which will help them to sustain their activities and execute their functions. The special services is concern with sourcing for money and other resources, by requesting voluntary contributions and donations from individuals, businesses, charitable foundations, governmental agencies, nongovernmental agencies and; also engaging in businesses to generate income apart from statutory allocation to help the library to generate fund and upgrade into the modern world of (ICT).

Statement of the Problem

During the recent recession, public libraries have had to endure significant budget cuts. Funding continues to go down at the same time the cost of resources and staff expenditure continues to increase. This has created an untenable situation of annual reductions to acquisitions budgets and the layoff of library staff. Not surprisingly, public libraries have looked at other ways to fund their budgets. One of these is an increasing emphasis on offering special services. There is dearth of literature on revitalizing library development through generating income by offering special services from outside and inside the library apart from library and information services, so it can be difficult to discover what is being done successfully in the field. Further, library directors often do not like income generation activities (Cuillier & Stoffle, 2021). However, observed situation in Public Library of Katsina State contradicts the expected situation. Therefore, this study explores the issue of special service from the perspective of the library staff. It also presents what these individuals believe to be done for libraries to develop programs to generate fund for resources, services and to upgrade in to modern world specifically the era information and communication technology (ICT).

Objective of the Study

The objectives of the study are to:

- 1- Evaluate the strength or state of available sources of income generation activities in Katsina state public library.
- 2- Examine the challenges facing offering special services for income generation activities in public library under study.
- 3- Identify the actual measures to tackle the challenges facing offering special services for income generation activities in public library under study.

Literature Review

Before anything can be adequately established, there is need to know the educational role, value, functions, importance and contributions of public library to the community. Like any other library, state library is responsible to select, acquire, organize and disseminate and make easily accessible the information need to the community members for the purpose of satisfying their users information need (Riggs & Sabin, 2015). Conversely, sources of income refers to where public libraries generate or can generate funds for their products and services and the importance of fund in the development and smooth running of any library cannot be overemphasized. A first step for many public libraries is to overcome the initial negative knee-jerk reaction to the idea of sourcing income through offering special services. The special services is concern with gathering money and other resources, by requesting voluntary contributions and donations from individuals, businesses, charitable foundations, governmental agencies, nongovernmental agencies and engaging in businesses to generate income apart from their statutory allocation to help the library to generate fund and upgrade into the modern world of (ICT). In the study of Ghalavand et al (2022), library special services are integral in advancing the mission and enhancing library services during tight budgetary times. The following are the three different sources of income generation for public libraries as:

- **Government/Ownership Grant**

The Federal Government is the primary source of funds to federally and state owned libraries in Nigeria which they channel through the ministry of Education, while state owned institutions are sponsored by the respective state government. They receive their funds directly through the State Ministries of Education or the Governor's offices. Likewise all the funds and resources sourced or donated from other government agencies is considered as government grant. The library is invariably a part of a wider organization-an arm of government and, therefore, its budget is negotiated with its parent organization which serves as the

proprietor that takes full responsibility for its funding. This fund usually covers only the recurrent expenditure which most a times is not enough (Ubogu & Okiy, 2022).

- **Nongovernmental Organizations**

Another source of fund for public libraries is private agencies. The intervention of private Agencies in the development of libraries can be trace back to the period towards the end of 1980s when a World Bank loan was obtained, to reverse the trend of inadequate funding. Foundations, bilateral and multilateral funding agencies have taken a profound interest in providing support to libraries through their various organizations. This has made libraries to enjoy funding opportunities ranging from capacity building of library personnel to provision of ICT facilities and Databases. Some of the nongovernmental organization that fund libraries incudes: Mac Arthur Foundation and Carnegie Corporations, Book Aid International (BAI), Nigerian Book Foundation (NBF), Sir Emeka Offor Foundation (SEOF) etc. Emojorho (2017).

- **Special Services source of fund**

According to Sturrock (2005), usually public libraries offer special services in order to generate funds internally, which is refers to as miscellaneous source or income generation activities, however, now a days public libraries can engage in different developed programs internally and externally for the purpose of generating income to support their resources and service for quality service delivery as the government grant is clearly not enough, which includes:

Penalties: According to Adomi (2023), is the amount a library user is charged for violating the rules and regulations of the library (fines). The most obvious of these is fines, which may hardly be worth the effort, unless you have a fairly large population of users. It is always worth remembering that fines are wholly self-inflicted and should be set at a level to deter abusers of the system. In some libraries fines are set so low that students treat them as a hire charge. So remember that fines protect the innocent as well as punishing the guilty (Derek, 2015).

Photocopying: A legal requirement to make a profit, which is all too often misunderstood. If library do not want hassle, or perhaps for internal political reasons, you can do a deal with a service company which will install and run photocopying systems and pay you a fee for allowing them on the premises (Derek, 2015). Similarly, library can charge for materials. People have always come to issue desks looking for the loan of a pen; sell them one. These days they come needing things like floppy disks; why not sell that too.

Membership schemes: in the view of David (2016), these will be apply universally, as public libraries have a large external clientele from various local government and state, library needs to have a comprehensive list of their users and ID cards for borrowing materials, and the library can charge for users new ID cards and renewal. Depending on the location and the target friends of the library. That can again bring in small but worthwhile bits of revenue. More importantly if library want something special, it can launch an appeal to or through them.

Capital campaign: Bary (2015) as libraries evolve to suit the needs of patrons and the idea of the library changes, so too does the space. The redesigning and re-envisioning of a library space costs money. To maintain their relevancy, libraries are examining themselves and changing the way they offer services. In already tight financial situations, there is little extra funding to go towards overhauling services and resources, major renovations or entirely new buildings. These are opportunities to establish capital campaigns. A capital campaign seeks to raise a significant amount of money in an established Fundraising by using the right person, asking the right prospect for the right gift in a right program at the right time in the right way “period of time”. They fund large-scale projects such as new buildings, renovations, expansion of collections, and establishing endowments for innovation and programming. Capital campaigns are often considered "funds to grow by".

In addition, space has a price, so why not public libraries build or rent a space and sale of materials outside the library and charge for the prime space such as shops, and opening computer centres for photocopying, typing, binding, vending machines which covers sell telephone cards, as well as food and drink. If library is willing to go that far, would put in fruit machines or invest in transportation etc. If not, what about a photo booth? Public libraries can have social space under its control where any or all of these activities would seem comfortable. Make sure space is earning its keep (Barron, 2020). Furthermore, public libraries can sell withdrawn materials, charge for services such as SDI services in any medium and external reference services to industry and commerce etc. as it's also worth trying to put together a local consortium with other libraries, so that the library can cover a range of services. Creating a specialized but necessary database is another area which can provide a lucrative commercial outlet. Offer research services to film and tv companies. There are a lot of them now and they need accurate research (Derek, 2015). However, the entire human and materials resources, in any type of library are put in place at considerable expense for the overall purpose of providing effective service to the library user to

achieve the desire aim of library organization generally on its part the library has the responsibility to ensure that its resources and services are form effectively.

Challenges Facing Offering Special Services for Income Generation Activities

The usual scenario is that the public libraries has been depending on one source of funding government for years and has not established special services functions. The funding is suddenly withdrawn or inadequate, and the library is in crisis to maintain the resources and other information and communication technology (ICT) equipment, most of the libraries cannot cope with situation because of poor funding by government. (Casson, 2019; Adeyomoye, 2021), the decrease in professional staff decisively weakens citizens' intellectual equality and the realization of their civil rights as well as promotion of special services for public libraries. The biggest challenges and problems for library activities are the same as the factors for success, the inadequacy of skilled staff in the library profession and the continual updating of the staff's core expertise in a changing environment. The rise in the population's level of education, the increasing needs of education and the diversification of information management require that library professionals have a good basic education and supplementary training. A developed information society and extensively networked operations set new challenges for the expertise of library staff. Conversely, Library relay on steady electricity for its functions and there is constant instability of power supply and this affect management toward utilization of ICT facilities and other resources for providing internal services. According to Rafindadi (2016) and Emojorho (2017) in different study identified lack/inadequate offering special services, ignoring the wider picture and opportunities to seek for other sources of fund, lack of networking in the community, especially with professional advisers, lack of commitment to the special services functions due to lack of professional consultant/fundraiser who can help the management to focus on this primary issue.

Measures to Tackle the Challenges Facing Offering Special Services for Income Generation Activities

The goal of offering special services for income generation is the basis of the revitalizing effort in katsina state public library. In establishing a goal, public library must consider its needs and the amount of money that is required to meet those needs (Whyte, 2022). Then creating a special services plan and target audience; build long-term relationships with the people who are most likely to participate and pay for the service or item that is being offered and maintain regular communication through mail, email and personal contact for them to invested in, or have a strong belief in the type of services that the library offers.

There is also a need for adequate funding from the government as much as it's needed to fulfil their functions and attain their set objectives, in order for public library to engage in revitalizing activities (Cuillier & Stoffle, 2021). Employing professional fundraisers and qualified library staff as development officers to seek external funds (Adomi, 2023). The staff will also be responsible for identifying, targeting, selecting, organizing, and obtaining or soliciting funds either internally or externally from individuals or organizations and offer different specialize services to their users whether online or offline such as: consultancy service, translation service, photocopying service etc. So that can charge certain amount of money in order to raise funds without even soliciting from individuals, organizations or waiting for government grant.

Methodology

Qualitative research methodology was adopted which is about recording, analysing and attempting to uncover the deeper meaning and significance of human behaviour and experience, including contradiction beliefs, behaviours and emotions Denzin and Lincoln (2015). Unstructured interview guide was conducted by the researcher to elicit information from 4 respondents out of 37 **using purposive sampling** where, every member of the population is assigned to one, and only one, group; four (4) units were found available. Only the heads of units were interviewed, using a non-probability method. Thematic analysis was used to identify, analyse, and reporting patterns or themes within a dataset, which involves systematically coding and categorizing data to uncover meaningful themes that can provide insights into a research question (Braun & Clarke, 2016).

Result and Discussion

Strength and state of available sources of income generation

Themes:

- Government/ownership grant
- Nongovernmental organization
- Special services sources of fund

We do not have enough funds to carter the library needs, but source funds from government, and photocopying services, even though now we do not have the books to sale, do to we stopped weeding our materials (P1).

We source our fund from government, photocopying. And now our photocopier has gone bad, and some of our computers are not working, also we are managing the materials we have and funding from the government is not enough (P2).

How does the library source income?
And what is the strength or state of available sources of income generation

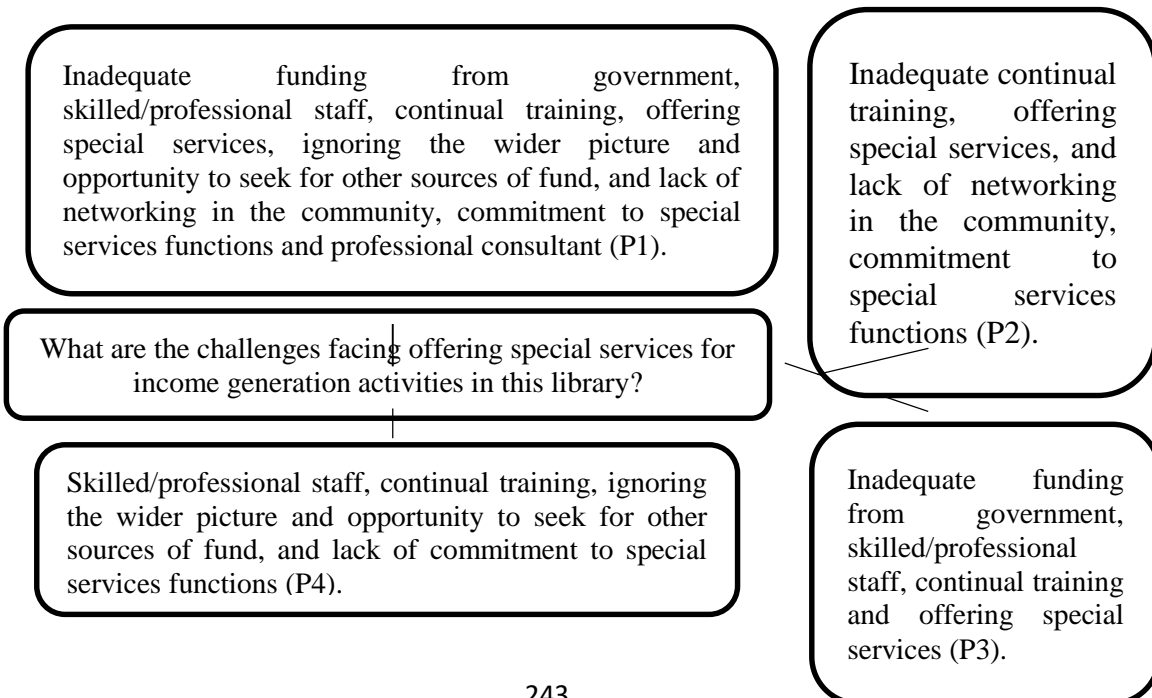
Government, photocopying service, and the funds are totally not enough to carter the needs of our library (P3).

State government, photocopying service and government does not give us reserve fund to solve unexpected (P4).

Challenges Facing Offering Special Services for Income Generation

Themes:

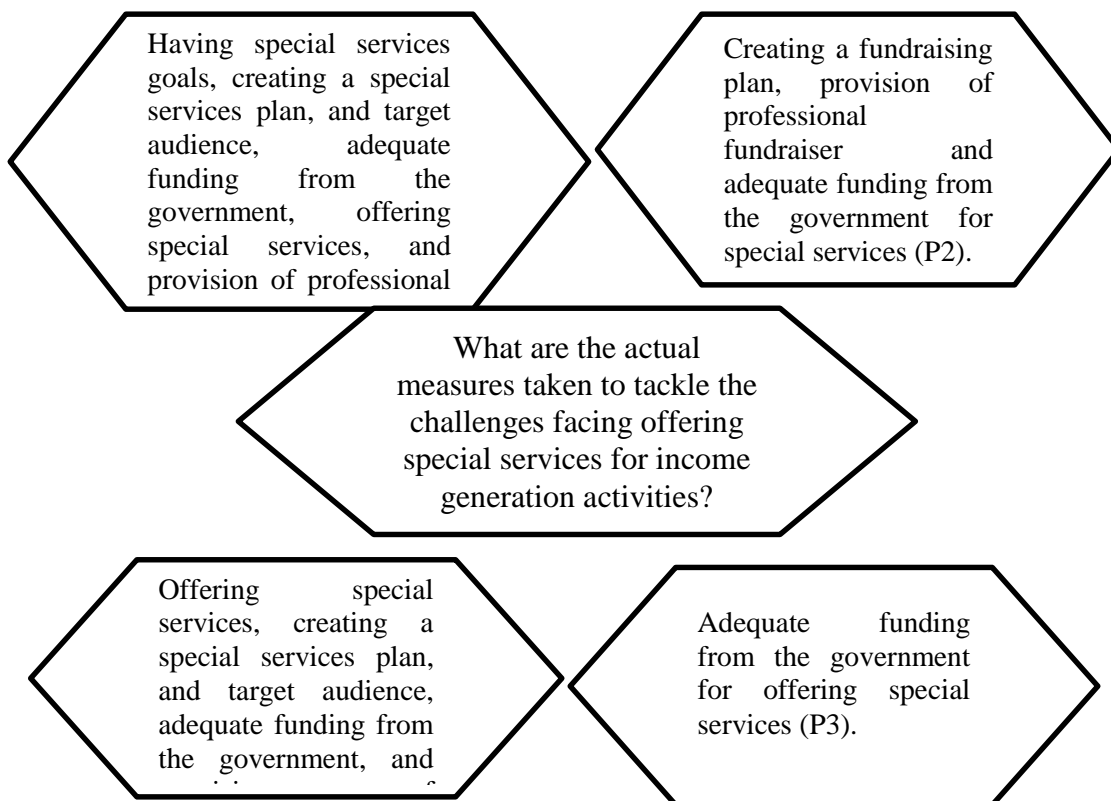
- Poor funding by government.
- Inadequacy of skilled staff in the library profession.
- Continual updating of the staff's core expertise in a changing environment.
- Instability of power supply.
- Lack/inadequate offering special services.
- Ignoring the wider picture and opportunities to seek for other sources of fund.
- Lack of networking in the community.
- Lack of commitment to the special services function



Actual Measures Taken to Tackle the Challenges Facing Offering Special Services for Income Generation

Themes:

- Establishing a goal
- Creating a special services plan and target audience;
- Build long-term relationships.
- Maintaining regular communication.
- Adequate funding from the government.
- Employing professional fundraisers and qualified library staff



Discussion

Strength and state of available sources of income generation

Arising from the above the study revealed inadequate funds to cater the needs of the library; inadequate funding from state government and photocopier failure sources of fund for the library.

The fund they source are not enough to carter their needs as photocopying service which the photocopier is faulty, is the only available earned income apart from

government grant which is not enough as income for the library under study. In the view of Casson and Lionel (2017) earned income refers to fees charged for services you offer or revenue from goods public library offers outside to generate income to achieve the mission and vision of the library. As money is, of course, the number one reason for offering special services and every library needs income to keep going from one year to the next, to meet their users need (Carrigan, 2018).

Challenges Facing Offering Special Services for Income Generation

The study revealed inadequate funding from state government, inadequate skilled/professional staff and continual training, lack/inadequate of offering special services, ignoring the wider picture and opportunity to seek for other sources of fund, lack of networking in the community, especially with professional advisers, lack of commitment to the special services functions due to lack of professional consultant/fundraiser who can help the management to focus on this primary issue.

Conversely, inadequate funding from state government to support the wider picture and opportunity for public libraries to seek for other sources of fund, inadequate skilled/professional staff and continual training who can commit to the special services functions to networking in the community and offer special services that can help the management to focus on the primary issue of smooth running of the library are the major challenges faced by the library under study. These collaborate with the findings of Worth (2021) identified lack of commitment to the fundraising function on the part of government, inadequate expertise in the library profession and overdependence on one stream of funding is it statutory or corporate are also problems facing public libraries in fund raising.

Actual Measures Taken to Tackle the Challenges Facing Offering Special Services for Income Generation

The study revealed having special services goals, creating a special services plan, and target audience, adequate funding from the government for offering special services, provision of professional staff and fundraiser, and Offering special services.

Hence, through provision of fundraiser, creating a special services plan, adequate funding from the government for public library to perform special services functions and employing qualified professional library staff are all the solutions to the above problems as identified by Whyte (2022), through creating a special services plan, special services goals, target audience for special services, promoting for your services, easy special services ideas and provision of fundraiser public libraries can solve the problems of inadequate funding from the government.

Conclusion

Based on the finding it is clearly observed that the library under study do not have available fund achieve their designed goals and objectives. However, public libraries are an important part of the community as they typically provide services that help community members, as well as the environment. Like any organization or agency, they require money to function as well as continual provision of necessary services to the communities that they serve. And income generation activities efforts through offering special services are so crucial to the continuation of these types of organizations. When done properly, offering special services will not only helps the library meet its financial goals, but it is often a way for people within a local area to interact for a common cause and considered to eradicate scarcity of funds from occurrences.

Recommendations

Based on the findings and conclusions drawn the following recommendations:

- 1- The government should allocate adequate funds to library as much as it's needed to fulfil their special services functions and attain their set objectives in this changing world.
- 2- The library management should create a clear special service plan and perform different develop programs to generate income on their own through offering special services.
- 3- The library management should employ qualified staff who can contribute effectively and knowledgeably towards sourcing income outside the library and information services.

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