University of Dar es Salaam Library Journal
Vol 21, No 1 (2026), pp 20-31
ISSN: 0856-1818

Library Collection Development and Circulation Policies Relative to Service Delivery in Nigeria's South-South Federal Universities

Chibueze Norbert Onwuekwe
Federal Polytechnic Oko, Anambra State, Nigeria
norbernco@yahoo.com

Submitted: June 27, 2025; Revised: April 18, 2026;
Accepted: April 22, 2026; Published: July 30, 2026

Abstract

This study examined the relationship between library collection development policy, circulation policy, and service delivery in federal universities in South-South Nigeria. Two research questions guided this study, while hypotheses were tested at a 0.05 level of significance. The study adopted a correlational research design. The study population comprised 115 professional librarians. The sample comprised 115 librarians, and a census method was adopted. A structured questionnaire with a 4-point Likert scale was used to collect data. Data collected were analysed using the Pearson Product-Moment Correlation (PPMC). The Statistical Package for the Social Sciences (SPSS) was used to determine the accuracy of the analysis. The findings showed a significant relationship among collection development policies, circulation policies, and service delivery in federal universities in South-South Nigeria. The study findings support the following recommendation: Library management should effectively implement collection development policies by acquiring new editions to replace old ones, in line with policy guidelines for effective service delivery. Moreover, Circulation librarians should adequately enforce penalties for overdue resources to ensure timely returns and effective service delivery.

Keywords: Library collection development policy, Circulation policy, Service delivery, Federal universities, South-South Nigeria

https://dx.doi.org/10.4314/udslj.v21i1.3

Introduction

As collections of books and non-book materials organised and maintained for use, libraries play a pivotal role in all levels of academic inquiry by providing access to information and resources, supporting education and literacy, and promoting lifelong learning. Indisputably, a library constitutes an engine room for all academic institutions. In this context, library service delivery is the act of providing services to users. Such service delivery in Nigeria's federal universities depends significantly on established library information policies. These policies guide the library's service provisions. Obi (2013) treats library science as a body of organised knowledge concerned with the purposes, objectives, and functions of libraries. A library, as an organised entity with well-defined functions, needs direction, in the form of policy, to achieve its goals effectively. Policy can refer to an action director. Services rendered in university libraries are based on a specific outline and direction. In this regard, Anyira (2021) stated that library policies include collection development policy, circulation/lending policy, cataloguing policy, reference policy, serials/periodicals policy, document

CC BY

reproduction/reprographic policy, and e-library policy. Each section of the library has a policy that guides its activities.

As for the collection development policy, it is the rule that governs the selection, acquisition, donation, and weeding of library materials. Sullivan University Libraries (2026) maintain that collection development policy is the formal written statement that guides the selection, acquisition, evaluation, and maintenance of library resources. The International Federation of Library Associations and Institutions (2001) proffers that collection development policy prevents the library from being driven by events or individual enthusiasm and from purchasing a random set of resources that may not support the library's mission. The three inextricable components of collection development are acquisition, weeding, and preservation. The purpose of a collection development policy is to create a collection of library materials that supports the library's mission.

Most of the resources available in academic libraries are outdated, a problem that a weeding policy would have addressed. Vnuk (2022) defines weeding policy as the systematic removal of materials based on condition, currency, relevance, and use. Weeding is the practice of discarding or transferring to compact storage excess copies or materials that are no longer useful or utilisable for obtaining information. Weeding policy specifies that consideration for weeding should be based on the age and content of materials, physical condition of materials, superseded editions, materials of ephemeral value, and usage. The lack of adequate adherence to weeding guidelines is seriously affecting collection development policy and service delivery to users.

Similarly, the circulation policy is the set of rules that govern borrowing and renewing materials, as well as the penalties for overdue, lost, or damaged items. Furman University Libraries (2024) stated that the circulation section provides services such as checking out books and other materials, retrieving items from closed collections, document delivery, pickup, assistance with printers and audiovisual equipment, and directional assistance. Circulation work includes member registration, lending, renewals, recalls, and notifications. Circulation counters are usually located close to the entrance/exit doors of libraries.

As for the library loan policy, it specifies that all books, except reference works, periodicals, and vertical file materials, may be borrowed by members for a period of one month in the first instance and may be renewed thereafter (Protestant Theological University, n.d.). However, studies show that delays in returning library books are common and circulation policies affect whether users return materials (Banda & Chewe, 2021). In most libraries, circulation policy is not adequately followed; users borrow materials without returning them, and appropriate measures are not taken to recover them.

Subsequently, service delivery refers to providing a service to clients or customers. Agoh and Omekwu (2021) maintain that library and information service delivery involves library processes and activities that deliver information services and resources to library users, with the main aim of enhancing their activities and productivity. This involves the effective discharge of duties to meet clients' information needs. Uganneya (2011) stated that library and information service delivery is a set of mechanisms whose interactions determine the effectiveness of these services.

CC BY

This research focused solely on federal universities in South-South Nigeria. Federal universities are tertiary education institutions run and managed by the Federal Government of Nigeria. In most federal university libraries in South-South Nigeria, service delivery is affected by poor implementation of the collection development policy and inadequate use of the circulation/lending policy. This study, therefore, is conducted with the view of promoting the level of library service delivery in federal universities in South-South Nigeria.

Problem Statement

Effective library information policies are guides that direct services delivered in academic libraries towards the attainment of library goals. Adequate implementation of various library policies will lead to effective service delivery in university libraries. Through the researcher's personal observations and interactions with librarians, several challenges facing university library service delivery in Nigeria have been identified. These include poor implementation of the collection development policy: new editions of books are available on the market, but instead of replacing old editions with new, up-to-date ones as the weeding policy requires, the old editions remain in place, undermining the policy. Another challenge is the improper use of the circulation policy: it specifies the loan duration, but officers in charge devote little or no effort to recovering overdue loans, undermining its effectiveness. These combined problems affect service delivery in federal universities in South-South Nigeria. Although there are existing policies in different sections of university library information management, the observed problems persist due to non-implementation of these policies in most libraries. This study investigates the relationship between library information policies and service delivery in federal universities in South-South Nigeria, aiming to identify the problems facing the implementation of library information policies and to proffer the best solutions to address them and promote library service delivery.

Research Objectives and Questions

The main objective of this study was to investigate the relationship between library policies and service delivery in federal universities in South-South Nigeria. The specific objectives were to ascertain the relationship between library collection development policy and service delivery in federal universities in South-South Nigeria; and discover the relationship between library circulation policy and service delivery in federal universities in South-South Nigeria.

To achieve these objectives, the study was guided by the following research questions: i) What is the relationship between library collection development policy and service delivery in federal universities in South-South Nigeria? ii) What is the relationship between library circulation policy and service delivery in federal universities in South-South Nigeria?

Hypotheses

Additionally, the study formulated and tested the following hypotheses at a 0.05 level of significance:

H^1: There is no significant relationship between library collection development policy and service delivery in federal universities in South-South Nigeria.

H^2: There is no significant relationship between library circulation policy and service delivery in federal universities in South-South Nigeria.

University of Dar es Salaam Library Journal
Vol 21, No 1 (2026), pp 20-31
ISSN: 0856-1818

Literature Review

Library policies are guides that direct the operations and management of libraries. According to Ahmadu Bello University (2023), library policy is a guide to the operations and management of libraries, serving to maintain standards and avoid inconsistencies. It helps to measure the extent to which a library performs its functions and meets its objectives, as well as the quality of its systems and services.

On the other hand, the collection development policy is a crucial aspect of library information policy. Anyira (2021) opines that collection development policy sets goals for the collection that reflect the library's mission. The policy informs the library's stakeholders about how the collection is selected and who is responsible for collection decisions. The scope of coverage of a typical collection development policy includes a mission statement, purpose statement, responsibility statement, material selection criteria, material formats, foreign language materials, collection maintenance, archives and special collections, gifts and donations, digital resources, consortium memberships, intellectual freedom policy, library bill of rights, and freedom to read statement.

A collection development policy establishes ground rules for planning and budgeting, as well as for selecting and acquiring library resources. According to the International Federation of Library Associations and Institutions (IFLA) (2001), acquisition and collection development focus on methodological and topical themes about the acquisition of print and other analogue library materials by purchase, exchange, gift, legal deposit, and the licensing and purchase of electronic information resources.

Collection development involves activities that require a librarian or information professional specialising in improving the library's collection. The process includes selecting information materials that meet the needs of users or patrons, as well as deselecting unwanted materials, a process called weeding (Ferrum College Library, 2023). On their part, Khan and Bhatti (2016) maintain that collection development is a continuous process comprising six elements or stages: user needs analysis, policy development, selection, acquisition, weeding, and evaluation. User needs analysis is the process of learning more about a target population or patrons to identify their information needs.

The criteria for selecting information resources include the author's qualifications, treatment of the subject matter, level of presentation, physical features/outlook of the book, date of publication and edition, publisher's background and reputation, and the price of the material. Selection tools include national union catalogues, bibliographies, publishers' catalogues or lists, and book reviews in journals/newspapers (Lansing Community College Library, 2025). Methods of acquiring information resources include purchase, gift, exchange, legal deposit, downloading, free web publications, and renting. Purchase involves using available funds to buy needed resources from publishers. A gift can be solicited or unsolicited, and libraries should consider factors such as space availability and the gift's usefulness. Additionally, Ibenne (2018) stated that the criteria for selecting electronic resources include the reliability and accuracy of the information content, licensing agreements, ease of use, equipment and maintenance support, space and storage conditions, and durability.

As the Washington University Libraries (2023) aptly put it, a collection development policy guides libraries in selecting materials that support their communities and enhance existing

CC BY

collections. The policy helps library staff meet collection goals aligned with the library's mission, informs the university community about the principles by which materials are selected for inclusion, and guides the library's use of collection funds. A well-written materials selection policy contains essential elements, including a statement of purpose, responsibility for selection, budget allocation, criteria for selection, description of the selection process, gift items, weeding/book withdrawal/"deselection", and steps for handling objections to materials.

Schuetz (2002) maintains that there are three inextricable components of collection development: acquisition, weeding, and preservation. Guidelines for acquisition, weeding, and preservation include acquisitions, gifts, archival collections/depository materials, and criteria for selecting materials for acquisition.

Studies have shown that poor implementation of collection development policy can lead to various challenges, including resistance to change, worn-out materials, inadequate staffing, lack of cooperation from parent organisations, inadequate storage facilities, lack of funds, and duplication of titles.

Circulation/Lending Policy is a crucial aspect of library management. According to Egyankosh (2022), circulation involves keeping records of books that are borrowed, to whom they have been lent, and for how long, as well as a system for issuing and returning books at the circulation counter. The scope of circulation work includes member registration, lending (charging and discharging), renewals, recalls, holds, and notifications.

Kang et al. (2017) stated that circulation policies are the rules that govern borrowing and renewing materials, as well as the penalties for overdue, lost, or damaged items. Without the policy, there will be a lack of direction, most especially on lending activities. Zweibel and Lane (2012) defined circulation activities as the charging, renewal, holding, and recall of library resources. These library activities have well-defined rules known as the circulation policy.

According to the University of Calabar (2023), borrowing privileges for circulating books and other library resources apply only to duly registered library users. Circulating books are available for open-shelf retrieval, while books in closed-access areas are available to users who wish to use such materials within the library.

Kent State University Libraries (2023) outline the library loan policy, which includes loan periods, renewal limits, replacement of copies, and library charges. The loan period varies depending on the borrower's status, and renewal limits are also specified.

National Sun Yat-sen University (2023) stated that except for reference materials, periodicals, newspapers, and non-circulation materials, all general collections can be checked out to users with a valid library card. The borrowing period starts from the day the book is loaned, and the loaning period varies according to one's identity.

Studies have shown that circulation practices vary among libraries. However, common trends exist, including longer checkout and renewal periods or unlimited borrowing periods, an increased number of items, and no overdue fines or account blocks until items are returned (Kang et al., 2017). The loan period is determined by individual libraries, depending on how it best serves their users and advances the university's goal.

Banda and Chewe (2021) found that factors causing library users to return books late include library opening times, perceived short loan periods, and the limited number of items a person is allowed to borrow at a time. Reed et al. (2014) found that the removal of fines had no significant effect on borrower return rates or circulation numbers but did show an overall increase in user satisfaction.

Effective implementation of circulation policy is crucial for effective service delivery. Poor implementation of the policy will lead to poor service delivery. Hence, there is a need for effective adherence to the policy to achieve the library's goal.

Service delivery: Indeed (2023) defines service delivery as a business framework for supplying services from a provider to a client. It also includes the ongoing interaction between the two parties during the period when the provider supplies the service, and the customer purchases it. According to Tella et al. (2020), Library services are those provided by the library to users. This can include instruction on accessing and using library materials. The library services include circulation, reference, online book reservation, recommendations of library materials, current awareness, interlibrary loan, photocopying/printing, orientation and information sessions, selective dissemination of information, audiovisual, and a multimedia section.

In line with the above, Obi (2016) maintained that user services are the various services rendered directly to library users; these include lending materials, orientation, assisting users, issuing guides, photocopying materials, opening the library, providing seats, user registration, etc. All these services are geared toward meeting the user's needs. The Republic of Uganda Ministry of Local Government (2013) defines service delivery as a relationship among policymakers, service providers, and consumers of those services, encompassing both services and their supporting systems. Service delivery is a mechanism used by an organisation to meet the needs and aspirations of the people it serves. Therefore, library service delivery is the service rendered by library staff to users to meet users' information needs and achieve the library’s goals.

Sahabi and Otobo (2021), in their study, highlighted that Lack of efficiency, technological inefficiency, and inadequate energy supplies are some challenges in providing information services in a digital society. Emezie and Nwaohiri (2013), in their study, stated that challenges to effective information service delivery in the 21st century include a lack of competence, a lack of technological literacy, poor internet connectivity, inadequate power supply, and poor funding. The use of paraprofessionals in place of librarians will hinder effective library service delivery; librarians' work requires professional expertise.

Literature Review

Collection Development Policy

Obiano (2021) researched the impact of collection development policy on the provision of library resources in academic libraries in Imo State. The study examined the relationship between collection development policy and library resource provision using a correlational research design. The study involved the libraries of five academic institutions in Imo State, with a population of 120 academic librarians responsible for collection development, all of whom were surveyed using a questionnaire. Mean frequency was used for data analysis. The study findings revealed that collection development policy is essential in building academic

CC BY

library collections in Imo State and is used by all the libraries studied. It facilitates the provision of high-quality print and non-print materials, including e-resources, to support effective service delivery. The study recommended that university management ensure adequate funding for library upkeep and employ professionals to handle collection development duties. Obiano's (2021) study shares similarities with the present study, as both focus on library information policies, specifically collection development policy. Both studies employed a correlational research design and used constructed questionnaires for data collection. However, the reviewed study was conducted in the libraries of five academic institutions in Imo State, with a population of 120 academic librarians. In contrast, the current study was carried out in the libraries of seven federal universities in South-South Nigeria, with a population of 115 professional librarians.

Agbo et al.'s (2022) study on the impact of poor implementation of a collection development policy in a federal polytechnic library in Nasarawa State used a descriptive survey design. The study population comprised 32 librarians from the federal polytechnic library, and the entire population was used as the sample size. A questionnaire was used for data collection, and frequency tables, simple percentages, and mean scores were used for data analysis. The study found that although a collection development policy exists, it only covers acquisition. Moreover, the study identified several major problems encountered in developing library collections, including resistance to change, worn-out materials, insufficient professionals/librarians, lack of cooperation from the parent organisation, storage-facility issues, lack of funds, and duplication of titles. It recommended that libraries should have a comprehensive written collection development policy that includes selection, acquisition, weeding, gifts, and exchanges. Furthermore, the study suggested that libraries should provide constant staff training and orientation and employ qualified librarians. Agbo et al.'s (2022) study shares similarities with the present study, as both focus on library information policies, specifically collection development policy. Both studies used constructed questionnaires for data collection. However, the study reviewed employed a descriptive research design, whereas the current study employed a correlational research design. The reviewed study was conducted in a federal polytechnic library in Nasarawa State, North Central Nigeria, with a population of 32 librarians. In contrast, the current study was carried out in the libraries of seven federal universities in South-South Nigeria, with a population of 115 professional librarians.

Circulation Policy

Banda and Chewe (2021) researched the circulation regulations and their effect on user return of books at the University of Zambia Library. The study examined the impact of circulation regulations on user return of books using a descriptive survey design. The population comprised full-time University of Zambia students, from which a random sample of 90 students was selected. A questionnaire was used for data collection, and the Statistical Package for the Social Sciences (SPSS) was used for data analysis. The study found that circulation policies have a significant effect on users' return of borrowed books. Based on the findings, the study recommended sustaining the library's extended operational hours to provide students and other users with ample time to use the library in the evenings and on weekends. Additionally, the study suggested improving the library's budget allocation to enhance library infrastructure and environmental conditions. Similarities with the present study include both focusing on library information policies, specifically the circulation policy. Both studies used constructed questionnaires for data collection. However, the reviewed study employed a descriptive research design, whereas the current study employed a correlational

research design. Notably, the study reviewed was conducted at the University of Zambia and included a sample of 90 students. In contrast, the current study was carried out in the libraries of seven federal universities in South-South Nigeria, using a census method to study a population of 115 professional librarians.

Kang et al.'s (2017) research on the state of circulation policy and practice in China examined the status, features, and patterns of circulation policies employed in the top 46 university libraries in China using a descriptive survey design. The study used a questionnaire to collect data and the Statistical Package for the Social Sciences (SPSS) to analyse it. The study found that circulation practices vary among libraries. However, common trends include longer checkout and renewal periods or unlimited borrowing periods, a greater number of items, and no overdue fines or account blocks until items are returned. The study recommended that universities should provide valuable directions for library policy improvements. This study, conducted in China, shares similarities with the current study, as both focus on library information policies, specifically circulation policies. Both studies used constructed questionnaires for data collection. However, the reviewed study employed a descriptive research design, whereas the current study employed a correlational research design. Notably, the reviewed study was conducted in the top 46 university libraries in China. In contrast, the current study was carried out in the libraries of seven federal universities in South-South Nigeria, using a census method to study a population of 115 professional librarians.

Methodology

The study adopted a correlational research design. The study population comprised 115 professional librarians from eight federal universities in South-South Nigeria. The sample size comprised the entire population of 115 librarians, utilising a census sampling method. A structured questionnaire with a 4-point Likert scale was used to collect data. Data were analysed using the Pearson Product-Moment Correlation (PPMC) to address the research questions and test the hypotheses, with a significance level of 0.05. SPSS was used to ensure the accuracy of the analysis. The results of the study are presented below, along with explanations.

Demographic characteristics

The study participants, who provided invaluable insights to this study, have the following gender characteristics, as depicted in Table 1:

Table 1: Gender of the Respondents

Items	Frequency
Male	44
Female	57
Total	**101**

As shown in the table, out of the 101 retrieved questionnaires, 44 were completed by male respondents and 57 by female respondents. This distribution indicates that 101 of the 115 librarians sampled from federal universities in Nigeria's South-South geopolitical zone participated in the survey, yielding a response rate of 87.8% (101/115). The remaining 14 questionnaires were not returned. Overall, the findings suggest that most librarians in the study were female. Furthermore, the Pearson Product–Moment Correlation (PPMC) was

CC BY

employed to assess the strength and direction of the relationship between library information policies and service delivery.

Library collection development policy and service delivery in federal universities in South-South Nigeria

The first research question, "What is the relationship between the library collection development policy and service delivery in federal universities in South-South Nigeria?", and the associated hypothesis, "There is no significant relationship between the library collection development policy and service delivery in federal universities in South-South Nigeria", yielded results presented in Table 2:

Table 2: Pearson Product-Moment Correlation on the relationship between the library collection development policy and service delivery in federal universities in South-South Nigeria

Correlations

S/N	Items		Library collection development policy	Service Delivery
1	**Library collection development policy**	Pearson Correlation	1	.714**
		Sig. (2-tailed)		**.**000
		N	101	101
2	**Service Delivery**	Pearson Correlation	.714**	1
		Sig. (2-tailed)	**.**000	
		N	101	101

**. The result is significant at P < .05 (2-tailed).

Source: Field Data (2024)

The Pearson Product-Moment Correlation results for the relationship between library collection development policy and service delivery in federal universities in South-South Nigeria, as shown in Table 2, reveal an r-value of 0.714 with a corresponding p-value of 0.000, which is less than the 0.05 significance level. This outcome indicates a very strong positive relationship between library collection development policy and service delivery in federal universities in South-South Nigeria. Since the p-value is less than the chosen level of significance, the null hypothesis is rejected, implying a significant relationship between library collection development policy and service delivery.

Relationship between the library circulation policy and service delivery in federal universities in South-South Nigeria

For the second research question, "What is the relationship between the library circulation policy and service delivery in federal universities in South-South Nigeria?" and associated hypothesis, "There is no significant relationship between the library circulation policy and service delivery in federal universities in South-South Nigeria," the results are as presented in Table 3:

Table 3: Pearson Product-Moment Correlation on the relationship between the library circulation policy and service delivery in federal universities in South-South Nigeria.

Correlations

S/N	Items		Library circulation policy	Service Delivery
1	**Library circulation policy**	Pearson Correlation	1	.304**
		Sig. (2-tailed)		**.**001

		N	101	101
2	**Service Delivery**	Pearson Correlation	.304**	1
		Sig. (2-tailed)	.001	
		N	101	101

**. The result is significant at P < .05 (2-tailed).

Source: Field Data (2024)

As Table 3 demonstrates, the Pearson Product-Moment Correlation results for the relationship between library circulation policy and service delivery in federal universities in South-South Nigeria reveal an r-value of 0.304 with a corresponding p-value of 0.001, which is less than the 0.05 level of significance. Implicitly, a moderate positive relationship exists between library circulation policy and service delivery in federal universities in South-South Nigeria. As the p-value is less than the chosen significance level, the null hypothesis is rejected, thus signalling a significant relationship between library circulation policy and service delivery.

Discussion of Findings

Relationship between Collection Development Policy and Service Delivery

The study reveals a significant relationship between collection development policy and service delivery in federal universities in South-South Nigeria. This finding aligns with Obiano (2021), who emphasised the necessity of collection development policies in academic libraries for effective information resource acquisition, facilitating the provision of quality print and non-print materials, including e-resources, for effective service delivery. In support of this study, Agbo et al. (2022) recommended that libraries adopt a comprehensive written collection development policy that covers selection, acquisition, weeding, gifts, and exchanges. The lack of a written collection development policy and inadequate adherence to such policies can impede service delivery, while effective implementation promotes it.

Relationship between Circulation Policy and Service Delivery

The study also shows a significant relationship between circulation policy and service delivery. Research by Banda and Chewe (2016) and Kang et al. (2017) supports this, demonstrating that effective circulation policies, including loan periods and renewal practices, affect users' return of borrowed materials and the availability of resources. By facilitating timely returns and access, circulation policies enhance library service delivery.

Conclusion and Recommendations

There exists a noteworthy relationship between library information policies—specifically, collection development and circulation policies—and the quality of service delivery in federal universities located in South-South Nigeria. This study concludes that the effective implementation of both collection development and circulation policies has a significant positive impact on library service delivery. Recommendations include that library management should diligently enforce collection development policies by promptly acquiring new editions of books to replace outdated ones, thereby ensuring alignment with policy guidelines and enhancing service delivery. Moreover, circulation librarians should consistently impose penalties for overdue materials to promote timely returns and maintain effective service delivery.

References

Agbo, K., Keghtor, G., & Terkimbi, D. (2022). Effect of poor implementation of collection development policy in federal polytechnic library, Nasarawa State. *International Journal of*

CC BY

Engineering Business and Social Science, 1(2), 1–10. https://ijebss.ph/index.php/ijebss/article/view/25

Agoh, A. J., & Omekwu, C. O. (2021). Library and information services delivery and researchers' scholarly communication outputs in agricultural research institutes in North Central, Nigeria. *International Journal of Library and Information Science Studies, 7(1)*, 9–24.

Ahmadu Bello University. (2023). *Ahmadu Bello University library complex policy*. https://library.abu.edu.ng/pages/goal.php

Anyira, E. I. (2021). *Implementation of library and information policies in libraries in Delta State, Nigeria.* ResearchGate. https://www.researchgate.net/publication/355717408

Banda, B., & Chewe, P. (2021). Circulation regulations and their effect on user return of books: The case of University of Zambia Library. *International Journal of Library and Information Services, 10 (2),* 1–9. https://doi.org/10.4018/IJLIS.20210701.oa12

Egyankosh. (2022). *Circulation work.* https://egyankosh.ac.in/bitstream/123456789/33068/1/Unit-10.pdf

Emezie, N. A., & Nwaohiri, N. M. (2013). 21st century librarians and effective information service delivery. Information Impact: *Journal of Information and Knowledge Management, 4 (1)*, 30–43.

Ferrum College Library. (2023). *What is collection development?* Ferrum College LibGuides. https://libguides.ferrum.edu/c.php?g=276488&p=1844138

Furman University Libraries. (2024). *Circulation services*. https://libguides.furman.edu/circpolicies

Ibenne, S. K. (2018). *Information resources development and management.* Justman Publisher Int'l.

Indeed Editorial Team. (2023, February 3). *What is service delivery in business? Indeed*. https://www.indeed.com/career-advice/career-development/service-delivery

International Federation of Library Associations and Institutions. (2001). *About the acquisition and collection development section.* https://www.ifla.org/files/assets/acquisition-collection-development/publications/gcdp-en.pdf

International Federation of Library Associations and Institutions. (2001). *Guidelines for a collection development policy using the conspectus model.* https://www.ifla.org/VII/s14

Kang, Q., Wang, P., & Wang, Q. (2017). The state of circulation policies and practices in Chinese academic libraries. *Journal of Librarianship and Information Science, 51(3),* 659–670. https://doi.org/10.1177/0961000617742454

Kent State University Libraries. (2023). *Circulation*. https://www.library.kent.edu/circulation

Khan, G., & Bhatti, R. (2016). An analysis of collection development in the university libraries of Pakistan. *Collection Building, 35(1)*, 22–34. https://doi.org/10.1108/cb-07-2015-0012

Lansing Community College Library. (2025, April 17). *Selection criteria - Collection management*. LCC Research Guides. https://libguides.lcc.edu/c.php?g=1210319&p=8857351

National Sun Yat-sen University. (2023). *Circulation rule.* https://lis.nsysu.edu.tw/p/412-1001-1200.php?Lang=en

Obi, B. B. (2013). *The library and its user.* Heirloom Educational Services.

Obi, B. B. (2016). Organising resources and users' services in colleges of education libraries: An empirical appraisal. *New Era Research Journal of Human, Educational and Sustainable Development, 9(1)*. https://www.researchgate.net/publication/352244812

Obiano, D. C. (2021). The impact of collection development policy on the provision of library resources in academic libraries in Imo State, Nigeria. *Library Philosophy and Practice, Article 5538*. https://digitalcommons.unl.edu/libphilprac/5538

Protestant Theological University. (n.d.). *Rules for loan and library use.* https://www.pthu.nl/en/about-us/library/rules-for-loan-and-library-use/

Reed, K., Blackburn, J., & Sifton, D. (2014). Putting a sacred cow out to pasture: Assessing the removal of fines and reduction of barriers at a small academic library. *Journal of Academic Librarianship, 40(3)*, 275–280. https://doi.org/10.1016/j.acalib.2014.02.003

Republic of Uganda Ministry of Local Government. (2013). *Principles of service delivery in Uganda's local governments.*[Handbook]

Sahabi, M. K., & Otobo, E. E. (2021). Academic library and challenges of service delivery in Nigerian universities in the digital era. Information Impact: *Journal of Information and Knowledge Management, 12 (2),* 51–61.

Schuetz, D. B. (2002). *Collection development policy*. Franklin College Library. http://library.franklincollege.edu/wp-content/uploads/2014/11/doc-collectiondevpolicy.pdf

Sullivan University Libraries. (2026). *Collection development policy.* https://libguides.sullivan.edu/about/collection-development

Tella, A., Quardri, F., Bamidele, S. S., & Ajiboye, O. O. (2020). *Resource sharing: Vehicle for effective library information dissemination and services in the digital age.* In Handbook of research on digital devices for high frequency libraries (pp. 1–20). IGI Global. https://doi.org/10.4018/978-1-7998-1011-0.ch001

Uganneya, S. A. (2011). *Information service provision and user satisfaction in agriculture research libraries in Nigeria* [Unpublished doctoral dissertation]. University of Nigeria Nsukka.

University of Calabar. (2023). *Our services.* https://library.unical.edu.ng/aboutus.php

Vnuk, R. (2022). *The weeding handbook: A shelf-by-shelf guide (2nd ed.).* ALA Editions. https://alastore.ala.org/weeding2

Washington University Libraries. (2023). *Collection development policy.* https://library.wustl.edu/about/policies/collection-development-policy/

Wilson, D. (2014). Why can't they keep the book longer and do we really need to charge fines? Assessing circulation policies at the Harold B. Lee Library: A case study. *Journal of Access Services, 11 (3),* 135–149. https://doi.org/10.1080/15367967.2014.914426

Zweibel, S., & Lane, Z. B. (2012). Probing the effects of policy changes by evaluating circulation activity data at Columbia University Libraries. *The Serials Librarian, 63(1),* 17–27. https://doi.org/10.1080/0361526X.2012.68785

CC BY