



**Collection security management systems used by public libraries at South
Coast region in KwaZulu-Natal (KZN)**

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DECLARATION

I, Sydney Mmeli Ngidi, hereby declare that this thesis entitled “Collection security management systems used by public libraries at South Coast region in KwaZulu-Natal (KZN)”, handed in for the Master of Management Science in Library and Information Science degree at the Durban University of Technology, Durban, South Africa, has not been submitted in any form at another university. Where use is made of the work of others, it has been duly acknowledged in the text and included in the list of references.

15/12/2022.....

Mr S.M. Ngidi

Date

DEDICATION

This work is dedicated to my son, Philasande. This is for you son, you promised me that you will not stop studying until you become a professor.

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My special thanks go to the following people for their support:

The Almighty God for being my guide; and my supervisor Dr Naresh Sentoo for his patience, commitment, support, encouragement, understanding, and love in bringing light to me in my research. May the Mighty God compensate his sleepless nights while putting my research project on the right track. Mr Musawenkosi Khomo, my co-supervisor, I thank him for making sure that I am on the right track with my dissertation.

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May God bless you all- without your support, I could not have come this far.

ABSTRACT

This study investigated the collection security management systems used by public libraries at South Coast region, KwaZulu-Natal. The objectives of the study were: 1) to identify the collection security management systems used by public libraries at the South Coast region in KwaZulu-Natal; 2) to determine the effectiveness of collection security management systems used at the South Coast region public libraries in KwaZulu-Natal; and 3) to identify any challenges faced by librarians at South Coast region public libraries in KwaZulu-Natal regarding the collection security management systems they use. Public librarians in charge of public libraries at South Coast region were chosen for inclusion in the study using a census. A qualitative approach was used in this study, and adopted interpretivism as it is a qualitative study. Face-to-face interviews were conducted with 30 librarians of public libraries which fall under 4 municipalities, namely Ray Nkonyeni Municipality, Umdoni Municipality, eThekweni Metro, and Umuziwabantu Municipality. This study adopted a theoretical framework called Collection Security Management in Libraries. The theory is “*house*” Security Management Model. Data collected was analyzed using Tech’s approach and presented in the form of figures, tables and text. Findings of the study revealed that very few public libraries in the South Coast region use latest electronics security gates to detect unauthorized removal of library collection. A majority of the public libraries in the South Coast region use old systems such as the 3M system and traditional ways of detecting unauthorized removal of the library collection. Findings also revealed that there is no budget allocated for library collection security; no library security management team; and those public libraries that have collection security systems in place still face many challenges although it is effective. The challenges include the prolonged time it takes to service the systems or fix a faulty collection security system; the system not being fixed at all when it is faulty; library users bypassing the system; and the limited supply of tags/magnetic strips. It is recommended that all public libraries at South Coast region in KZN should consider having effective collection security systems to protect library collections, allocate funds for their library collection security, and form a Library Management Team. Lastly, this study recommends that libraries using collection security management systems must be aware of challenges such as power outages; service providers taking time to fix the electronic collection security gate when it is dysfunctional; people removing security tags on library materials; no quick response when the alarm sounds; bypassing of the system; and some books not being tagged with security tags.

Key words: Security management, Collections, Library budget, public library.

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LIST OF ABBREVIATIONS

CCTV	Closed Circuit Television
ESS	Electronic Security Systems
KZN	KwaZulu-Natal
LSMT	Library Security Management Team
RFID	Radio Frequency Identification
ESS	Electronic Security Systems

LIST OF ACRONYMS

IFLA	International Federation of Library Associations and Institutions
UNESCO	United Nations Educational, Scientific and Cultural Organisation

CHAPTER ONE: INTRODUCTION AND PROBLEM STATEMENT

1.1. Introduction

A library is a building where a treasure of knowledge is housed. A well-stocked library is an asset to the community where the library is situated. The collections that are kept in the library are for the benefit of the users. Public libraries are there to cater for the educational, cultural, research, recreational and information needs of their users. The main objectives of libraries are that of being entrusted with the selection, acquisition, storage and dissemination of information to their patrons. A library is a benefit to poor communities who cannot afford to buy books to read for leisure or textbooks required in their areas of specialization, and it also provides internet access. Therefore, the best place for easy access to books and free internet is a library which is a popular place in the community (Brown and Patkus 2017: 17).

The major challenge faced by public libraries is that of how to make appoint that their valuable resources collected overtime are safeguarded. A lot of money is spent on buying library collections and half of the library budget is spent on book buying. The loss of library resources is a habitual difficulty in libraries everywhere in the globe, however it seems to be harsher in public libraries. Lack of security systems in public libraries results in patrons being not able to find information they want. Librarians therefore want to ensure a high degree of protection of library resources (Gupta and Madhusudan 2018: 1). Libraries whether academic, school, public faculty or special are all provider establishments. All their activities are geared in the direction of serving the needs of users. Public libraries play a crucial position within the communities they help. Libraries keep printed substances such as books, magazines, newspapers, reports, unique collections of government documents and a huge variety of digital assets which guarantees that the information wishes of customers are met (IFLA/UNESCO 2017:2).

Security systems have a huge role to play in libraries to curb loss and unlawful get right of entry to library sources. Library management and facts specialists ought to think of techniques so one can permit them to offer adequate protection to safeguard the records resources available in their libraries. Protection of library resources is crucial to meet information needs of the community. The collection is an important component of the library as it is the base upon which a library adds value and provides essential services to its users. Libraries have been defined by their collection (Yamson and Cabblah 2018: 392). Unauthorized entrance to the building and unauthorized removal of collection material from the building must be prevented. Botez and Rapanovici (2017: 11) suggested the implementation of security systems in libraries to increase security. Without an adequate library collection, library services cannot be achieved. Furthermore, Ali's (2016) study on Library Book Theft and Audits in University Libraries of Pakistan high-lighted that most libraries have not used technology such as RFID, 3M, or EM Tags for the security of books. This study surveyed the current collection security management systems used by

public libraries at South Coast region in KwaZulu-Natal, its effectiveness and the challenges faced by librarians in South Coast region if there are any.

Background of the study

According to the South African Division of Revenue Act no. 3 of 2017, the provincial Department of Arts and Culture in KwaZulu-Natal supports public libraries financially in order to provide library services to the communities where libraries are situated. The South Coast region municipal libraries are part of municipal libraries in KwaZulu-Natal that are funded and supported by the provincial Department of Arts and Culture KwaZulu-Natal. The Department of Arts and Culture provides these municipal libraries with furniture, computers and books, training of staff, building maintenance and the operation grant (money for the day-to-day operation of the library) (South African Division of Revenue Act 3 of 2017). The KwaZulu-Natal Department of Arts and Culture also builds libraries for municipalities and hands over the building to the municipality where the library is built. Municipalities employ library staff and buy their own stock to add to existing stock provided by the KwaZulu-Natal Department of Arts and Culture.

Public libraries at the South Coast region fall under various municipalities, namely Ray Nkonyeni Municipality with fourteen (14) libraries, Umdoni with nine (9) libraries, eThekweni Municipality with thirteen (13) libraries, and Umziwabantu Municipality with one (1) library. There are thirty-seven (37) libraries in total (Kwa-Zulu Department of Arts and Culture 2014). Ray Nkonyeni municipality, Umuziwabantu and Umdoni municipality are local municipalities which fall under Ugu district municipality.

1.1.1. Ugu district municipality

One of KwaZulu-Natal Province's 11 districts, Ugu District Municipality is located on South Africa's Eastern Seaboard (Ugu District Municipality 2021). Its area is 4 908 km², and its stunning 112 km of coastline serves as its eastern border. The eThekweni Municipality borders the area on the north, the uMgungundlovu and Harry Gwala District Municipalities on the west, and the Eastern Cape Province shares its southern boundary with the region. The municipality is made up of 85 municipal wards, which combine to form Ray Nkonyeni, Umuziwabantu, Umzumbe and Umdoni, four (4) local municipalities. In addition, there are 43 Traditional Authorities in the area. The N2 motorway divides the district's two separate regions, the seaside strip and the interior. The Ray Nkonyeni, Umdoni, and a portion of the Umzumbe Local Municipalities are located in the coastal belt, which is the district's economic engine. The Umuziwabantu is located in the rural hinterland and is a part of the Umdoni and Ray Nkonyeni Local Municipalities. The Ugu District Municipality's jurisdictional region has a total population of 753 336.

The district's population is particularly youthful, with children and youth accounting for 38.7% of all residents (South Africa Community Survey 2016). According to the most recent statistics presented in the Statistic South Africa Community Survey (2016) report, Africans make up 90% of the country's population, with Indians, Coloreds, and Whites making up the remaining 10%. According to the 2011 census, there are 92 men for every 100 women. There are 179440 households altogether within the Ugu District Municipality's area of jurisdiction, with an average household size of five people. This district has 24 conventional libraries as well as 5 mobile library units.

1.2.2 Ray Nkonyeni Municipality

South Africa's Ray Nkonyeni Local Municipality is a local municipality. It is situated on KwaZulu-southern Natal's coast. Ray Nkonyeni Local Municipality is the result of the merger of Eziqoleni and Hibiscus Coast Local Municipalities, which took place after the local elections in August 2016. The KwaZulu-Natal Province's Ugu District is home to the Category B Ray Nkonyeni Local Municipality, formerly known as the Hibiscus Coast Local Municipality. It occupies a third of the district's geographic area and is the largest of the district's four municipalities. It spans 30 km inland, spanning a wide, rural area, and covers an area of roughly 90 km of coastline, which includes 21 beaches. Six tribal authority are in charge of this enormous rural territory. It has its administrative seat in Port Shepstone and is the most concentrated economic hub within the district. Ray Nkonyeni Municipality offers free public library services at 14 libraries across the municipal area. Library services include computers, free public internet, gaming and toy library as well as mini libraries for the blind offered by some libraries within the municipality. Anyone can use these libraries, but only members may loan library materials (Ray Nkonyeni Municipality, 2021)

1.2.3. Umdoni Municipality

In the KwaZulu-Natal Province's Ugu District, there is a Category B municipality called the Umdoni Local Municipality. With little under a quarter of the district's total geographic area, it is the smallest of the district's four municipalities. It is divided into 10 wards, the majority of which are rural. Commercial agriculture, traditional authority areas, and coastal urban nodes are the three mainland uses in the municipality. There are 40 kilometres of coastline. The distance between Scottburgh and Port Shepstone is 65 km and 50 km, respectively, from the city of Durban. On August 3, 2016, a portion of Vulamehlo Local Municipality amalgamated with Umdoni Local Municipality. In KwaZulu-Ugu Natal's District Municipality, there was a local municipality called Vulamehlo Local Municipality. It was situated to the south of the municipality of eThekweni and bordered uMdoni to the east, Mkhambathini, Richmond, and Ubuhlebezwe to the north and west.

Umdoni Municipality has a total of 9 operational libraries with Vulamehlo library being the new addition located in Dududu. The Scottburgh, Ifafa, Sezela, Pennington, Park Rynie libraries are situated along the Coast whilst Shayamoya, Vulamehlo, Malangeni and Umzinto are situated further inland. Their public libraries are more than just books and banks of computers; they are places where individuals gather to explore, interact and imagine.

Libraries in this municipality act as cultural hubs for their wide range of users and bring value to the local communities. They play a vital role in the development of their community by educating both people and groups and creating citizens. To address the requirements of people and groups for education, information, and personal development, including entertainment and leisure, Umdoni libraries offer resources and services in a range of media. Umdoni Libraries are namely Scottburgh Library, Park Rynie Library, Shayamoya Library, Umzinto Library, Pennington Library, Ifafa Library, Sezela Library, Malangeni Library and Vulamehlo Library.

Umdoni Libraries conduct indoor activities such as: Reading and Literacy Programmes, board games, puzzles, storytelling, video games, books, reference material, audio visuals, tertiary study guides and outreach programmes such as (Mandela Day, World Read Aloud Day, Library Weeks etc.)

1.2.4. Umuziwabantu Municipality

Umuziwabantu forms part of the local councils within the Ugu District Municipality with its sister municipalities being Ray Nkonyeni and Umdoni. The Umuziwabantu Municipality is located on the Western Boundary of the Ugu District Municipality and shares its borders with the Eastern Cape. The extent of the Umuziwabantu Municipal area is 10 862 ha (1088 km²).

On the western edge of KwaZulu-Ugu Natal's District sits the Category B municipality known as Umuziwabantu Local Municipality. The Umtamvuna River serves as its southern boundary, and it is located at the base of the Ingeli Mountain Range. It shares boundaries with the Eastern Cape to the north, west, and south as well as the uMzumbe and Ray Nkonyeni Municipalities to the east.

The majority of Umuziwabantu Municipality is rural. A town (Harding), farms, commercially grown forests, and traditional authority areas are among the features. The Weza afforestation region and privately-owned commercial farms make up 56% of the municipal area, which is home to Harding, the municipality's headquarters. The six tribal authority areas (KwaMachi, KwaJala, KwaMbotho, KwaFodo, Dumisa and Bashweni) make up 42% of the municipality's land.

The Umuziwabantu may be found on the National Route (N2), 60 kilometres from Kokstad and 80 kilometres from Port Shepstone. The R56 route, which connects to the N2, travels via Umuzimkhulu, Ixopo, and ultimately Pietermaritzburg. Both adults and children can use the library in this municipality.

Due to its extensive collection of textbooks and study aids that can assist students from nearby schools with their homework and studies, the library has grown to be of great assistance to them. For study and reference purposes, the public can also access the internet at the library.

1.2.5 eThekwini Municipality

The South African province of KwaZulu-Natal is home to the category A municipality known as eThekwini Municipality. The largest city in KwaZulu-Natal and the third largest city in South Africa is eThekwini. With about 3 468 088 residents, it is a metropolitan metropolis of sophistication. Because of the city's warm subtropical climate and large beaches, it is renowned as the location of Africa's best-managed and busiest port. In comparison to other South African cities, it has a land area that is 2,297 square kilometres greater.

A free public library service is provided at ninety branch libraries around the eThekwini metropolitan area. All libraries are open to everyone, but only members are permitted to loan items. The lending library is where the borrowed items must be returned. At the Liberty Towers Building, which is located at the angle of Dr. Pixley Kaseme and Samora Machel Streets, is where Central Reference Library located with a sizable Africana collection. Users are welcome to browse any of the numerous reference works in this enormous collection even though it is not a lending library. Housebound Service, the Ulwazi Indigenous Knowledge Program, Cyber-zones, Rural Community Libraries, Digital Doorways, and Departmental Library Services are additional services. The public can access a library catalogue online. Free access to other internet services. Free access to scholarly journals and research material through the knowledge portal of the online catalogue are other online services eThekwini offers to the community. eThekwini Municipal Library is open to everyone who wants to use the resources. Membership is free and valid for two years for those who live or work in the eThekwini area.

1.2.6 KwaZulu – Natal Department of Arts and Culture

The province has made it clear that it prefers municipalities with the capacity to carry out the role to do so, and that in cases where such capacity is lacking, the function will be provincialized. The government purchases books give municipalities access to computers and the internet and creates new libraries. Some communities also support their own infrastructure and buy their own publications (KwaZulu-Natal Department of Arts and Culture 2016: 4).

The province transfers funds to municipalities, which covers the costs of some salaries. Total capital costs of the bill by province annually for collections (books & audio-visual) are as follows: R3 001 711 for small libraries, 4 263 883 medium size libraries and 11 612 338 for big libraries (South African, Department of Arts and Culture, 2016).

1.3. Problem statement

The KwaZulu-Natal Department of Arts and Culture conducts stocktake in all affiliated public libraries in the province including public libraries at the South Coast region in KZN (KwaZulu-Natal Department of Arts and Culture 2016: 3). In each stocktake that has been conducted, a high loss is reported (KwaZulu-Natal Department of Arts and Culture 2017: 1). Stocktakes were conducted in 2015 for the following libraries: Isipingo Beach, where 16.7% books were on the missing list with a value of R 44142.47; Umkomaas library, where 13.6% of books were on the missing list with a value of R171 625.94; Isipingo Civic library, where 19.7% books were on the missing list with a value of R234 948.22 (South Coast Depot Libraries Stocktake Report 2017). This problem never stopped in 2015 as the KwaZulu-Natal Department of Arts and Culture (2016: 3) mentions that “safeguarding library collections are a big challenge in public libraries at South Coast region in KZN and this was measured by the number of missing library materials which was more than five percent (5%) loss revealed after a stocktake that has been conducted.

Salaam and Onifade (2010: 146) observed that “stealing of library materials has been an age-long problem of libraries. Botez and Rapanovici (2017: 11) state that the cost of maintaining, processing, and acquiring collections are high if they are stolen or damaged; it can be difficult if impossible to replace. Therefore, Ferdinand, Patric and Mneka. (2015: 46) saw a need for librarians to devise concrete physical means of securing the materials available in the library and to have electronic security systems which will help to provide a safe and secure facility for library resources and equipment. Ezeabasili (2018: 4) in his study stated that studies have shown that even in libraries where electronic security systems are being installed, security threat to information resources is still on the increase. The incidents of loss of library materials in public libraries at the South Coast region in KZN prompted the researcher to conduct a survey on collection security management systems used by public libraries at South Coast region in KZN.

1.4. Aim of the study

The aim of this study was to survey the collection security management systems used by public libraries at South Coast region in KZN.

1.5. Objectives

The objectives of the study were to:

- identify the current collection security management systems used by public libraries at the South Coast region in KwaZulu-Natal,
- determine the effectiveness of collection security management systems used at the South Coast region public libraries in KwaZulu-Natal, and
- identify any challenges faced by librarians at South Coast region public libraries in KwaZulu-Natal regarding the collection security management systems they use.

1.6. Research questions

To achieve the objectives, the following questions were generated:

- What are the current collection security management systems used by public libraries at South Coast region in KwaZulu-Natal?
- How effective are the collection security management systems used at South Coast region public libraries in KwaZulu-Natal? and
- Are there any challenges faced by librarians at South Coast region public libraries in KwaZulu-Natal regarding the collection security management systems they use?

1.7. Overview of research methodology

A qualitative approach was used, and data was collected from the librarians, in charge of the public libraries in the South Coast region in KZN, using semi structured face to face interviews. This study adopted interpretivism as it is a qualitative study using the multiple case study research method for the study. A census was used for this study, which means that all the cases in the population were surveyed, all librarians from a list of the librarians of South Coast Depot affiliated libraries from the KwaZulu-Natal Department of Arts and Culture library services component were used.

1.8. Motivation for the study

The librarians from the public libraries at the South Coast Region in KZN will benefit from this study as they will get an opportunity to share their opinions on the collection security management systems they use. It is hoped that the findings for this study will benefit staff and the Department of Arts and Culture as it will provide recommendations on how security management can be improved, and how the challenges can be addressed.

1.9. Scope and limitations of the study

The focus of this study was on the librarians from the public libraries at the South Coast region in KZN. Due to financial constraints, this study was limited to public libraries at South Coast Region in KZN.

1.10. Definition of key terms

The following are the defined key terms relevant to this study:

1.10.1. Security management

Security management refers to a broad field that encompasses everything from the supervision of security guards to the installation of high-tech security management systems designed to protect an organisation's assets (Smith and Brooks 2013: 1).

1.10.2. Collections

Collections refers to the various holdings of a library by category, such as books, movies, magazines, newspapers, in a variety of formats for all ages, for most tastes, for most general purposes, new and old, simple and scholarly, for pleasure and learning (Bopape 2017: 5).

1.10.3. Librarian

Librarian refers to a person who works professionally in a library, providing access to information and sometimes social and technical programming to users (Bopape 2017: 1).

1.10.4. Public library

Public library refers to a library that is accessible by the general public and is usually supported by taxes. Public libraries are open to all; every community member can access the collection (Kathleen, Bossaller and Thomas 2018: 5). Furthermore, public libraries are a world-wide phenomenon. Libraries occur in a variety of societies, in differing cultures and at different stages of development. Although the varied contexts in which libraries operate inevitably result in differences in the services provided and the way

those services are delivered, libraries normally have characteristics in common which can be defined as follows: A public library is an organisation established, supported and funded by the community, either through local, regional or national government or through some other form of community organisation. It provides access to knowledge, information, lifelong learning, and works of the imagination through a range of resources and services and is equally available to all members of the community regardless of race, nationality, age, gender, religion, language, disability, economic and employment status and educational attainment (IFLA/UNESCO 2017: 1).

1.10.5. Provincialization

This refers to the responsibility for funding the full operating cost of managing and providing the library function by provincial government (Department of Arts and Culture, Project Report 2013).

1.11. Structure of the research report

This study consists of five chapters and the following is the brief description and content of these chapters.

Chapter one: Introduction and background of the study

This chapter provides an introduction, background and the objectives of the study as well as the critical questions generated to address these objectives. This chapter also provides the rationale of the study, an overview of the methodology used, definition of relevant terms, limitations and delimitations of the study, as well as the outline of the overall research report.

Chapter two: Review of related literature

This chapter provides the theoretical framework adopted by this study and reviews literature related to this study. The following are discussed: public library, conditional grant, library collection security and collection management system.

Chapter three: Research methodology

This chapter consists of the research paradigm, research approach, methods used in the study, research design, population, sampling and data analysis. It also provides the instrument used to collect data and the explanation of the data analysis for this study, pilot testing of the instrument, validity and reliability as well as census. It also discusses tech's approach and ethical consideration.

Chapter four: Presentation of results

This chapter presents an analysis of the findings of the study as follows: the municipalities that were surveyed, the response rate, current collection security management systems used in libraries by librarians, effectiveness of the collection security management systems, challenges of the collection security management systems, service of the collection security management systems, reporting of faulty collection security management systems, additional means of securing library collection, and waiting period for faulty collection security management systems to get fixed. In addition, the analysis includes: Signs of faulty collection security management systems, Library Security Management Team, knowledge of collection security management systems issues reports on security breach incidences, training and procedures on collection security management systems, back-up of lost library collection, acknowledgement of responsibility for collection security, collection acquisition and circulation, special collections, protection of library collection from natural disasters, technical and cataloguing process, Library staff collection security management systems, physical and technology practices on collection practices and collection security management systems, funding for collection security management teams and general comments on collection security management team.

Chapter five: conclusions and recommendations

This chapter provides a summary of the main findings, conclusions and recommendations. A list of literature cited is included and the necessary appendices are attached. Chapter five discussed the following: The current collection security management systems used by public libraries at South Coast region in KwaZulu-Natal, the effectiveness of the collection security management systems used by public libraries at South Coast region in KwaZulu-Natal and the challenges faced by librarians regarding the collection security management systems they use.

1.12. Summary

This chapter provided an introduction and background and the objectives of the study, as well as the critical questions generated to address these objectives. This chapter also provided the rationale of the study, an overview of the methodology used, definition of relevant terms and limitations and delimitations of the study. The next chapter (chapter 2) will review literature related to the study.

CHAPTER TWO: REVIEW OF RELATED LITERATURE

2.1. Introduction

Kumar (2014: 49) states that “a literature review is a process of searching the existing literature relating to your research problem to develop theoretical and conceptual frameworks for your study and to integrate your research findings with what the literature says about them”.

2.2. Theoretical framework for the study

This study adopted a theoretical framework called Collection Security Management in Libraries. The theory is “house” Security Management Model. The collection security management model (CSMM) for libraries adopts and adapts the operational model proposed by Da Veiga and Eloff (2007) as cited in Maidabino and Zainab 2011:19, who have used a house to frame the information system security governance.

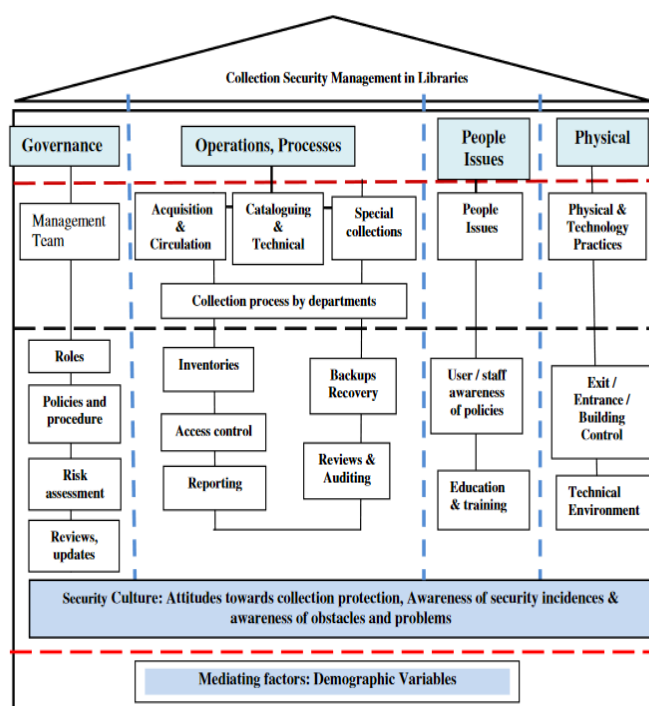


Figure 2.1: Theoretical framework for the study

The model describes a holistic plan for collection protection in libraries, combining the governance, operational processes, people, physical, technology perspectives and cultural factors to ensure that a reasonable level of collection security management is in place, hence minimizing risks to the library’s main assets and its collections. In this model, all factors are of equal weight in ensuring that the

confidentiality, integrity and availability of the library's collections are maintained at a reasonable level (Maidabino and Zainab 2011: 19).

These factors are derived from published literature and then positioned in a "house" for collection security management model (CSMM) for libraries. The CSMM likened library collection security governance to a secured house where the alarm system installed should provide adequate Collection Security Management in public libraries.

Nevertheless, even in the secure situation, security may be breached if the owner leaves the house with the front door unlocked. This illustrates that security measures would be ineffective if the behaviour of those in an organisation are not showing interest about implementing the security processes. The framework should provide municipality and library management with a working instrument to assess and implement a more holistic approach to collection security management. The term collection security in this context refers to protecting the collection from unauthorised use, displacement, defacement, modification and destruction (Urhiewhu, Emojorho and Omah 2018: 10)

Confidentiality infers that the collection is available only to those authorised at the various levels. Integrity means that the libraries must make sure that the collection or the information they carry is not altered but accurate, complete and available. Therefore, management of its security needs to insulate the collection from accidental or deliberate change to the contents. Accuracy refers to proper description of collections, which are shelved or stored appropriately. Completeness refers to collections that are: not mutilated, missing, decayed, miss placed, over borrowed; insulated from deliberate or accidental change; and secure from theft or vandalism. Availability refers to making sure that authorised users have reliable and timely access to collection at the time they need it (timeliness) and at the promised times (appropriate opening hours) and through a reliable network system, which makes items available without delay (Maidabino 2016: 10).

The factors in the house model are to design the assessment instrument. The Governance in this context refers to the provision of a set of roles, policies and responsibilities and practices exercised by members of a security team responsible for formulating objectives and policies, ensuring that objectives and policies are achieved, as well as ascertaining that risks are identified and managed appropriately (Omoniyi 2001:98).

The governance factor stresses the importance of considering collection security as part of management responsibility (Brown and Patkus 2017). This means that public libraries should design a concise strategy with plans that articulate the vision and direction for risk management (Purtell 2007:12)

The Library Security Management (LSM) team ideally should be chaired by senior personnel with representation from the library, and members from the municipal's security department.

The LSM team members should have the necessary experience and knowledge about collection security issues and management so that they can command authority to manage and ensure collection security compliance. Risk assessment is undertaken to identify risk at various levels within the library setting so that security planning is prioritized (Cowan 2013:12). Regular risk assessment of collection involves compiling detailed information about library assets in terms of types and value of collections, identifying threats and vulnerabilities. Collection security breaches can be identified through meetings, questionnaire, observations, and reports. The following aspects need to be taken into consideration to reduce risk:

The Governance factor stresses the need for library and collection managers to document, maintain, review and update risk policies and procedures as well as prepare reports via newsletters, interactive web pages or other in-house publications to publicize collection security initiatives and create awareness amongst employees and users (Saffady 2015: 23). This factor provides evidence whether good collection security governance is in place in libraries or not.

The Operational Processes: This factor involves the processes of putting into operation security programmes formulated by the security management team through the relevant departments. These include the acquisition department which is involved in accessioning and marking items to establish ownership; maintaining an inventory list which can be used to identify missing or misplaced or cost of items; and facilitating backup and recovery processes (Holt 2007; Brown and Patkus 2007).

The People Factor: Training Programmes: this factor involves the human or people aspects of the model, particularly programmes involving staff being trained, retrained and made aware of policies and procedures on collection security management processes. This should include security awareness being formalised in organisational policy and procedures and communicated to every employee who works with information resources (Saffady 2015). It stipulates the need to determine collection security roles and responsibilities in libraries and ways to handle, supervise and monitor qualified and trained staff. Staff's knowledge of the availability of training programmes will help them handle security incidences and also prepare reliable and useful reports.

Physical and Technology Factors: This factor involves both the physical and technical mechanisms in implementing a secure collection environment. The physical environment refers to the safety and security of the library premises which holds the collections (Swartzburg, Bussey and Garretson 1991) The physical security measures should begin with the physical architecture of the building or management of

space where collections are held, controlling building entrances and exits; requiring identifications to access to general as well as rare and special collections areas; and scheduling patrols within building parameters.

The technical aspect consists of the technology practices and procedures that the collection security programmes embraced. It refers to electronic security system and devices to handle collection security processes, control security breaches, and installation at strategic entry points of the library. This includes security systems such as electronic anti-theft devices, visual cameras, smoke detection and alarm system at entrances, exits and stack areas in the library. This system will help prevent unauthorised removal of collections and feasible monitoring and detection of user traffic in general reading and reference rooms, as well as shelves areas (Ameen and Haider 2007; Omoniyi 2001).

Security Culture: This factor encompasses acceptable user and staffs' attitudes and awareness toward the importance of protecting collections in the library. Awareness is an unseen element but is demonstrated through perceptions, such as (a) staff's attitudes about the importance of security policies and processes; (b) their awareness of security breaches; and (c) the limitations of implementations (Lowry and Goetsch 2017 refer to this situation as shared culture of mutual responsibility for security and safety where staff are provided with the information and the tools to respond to a variety of situations and can act when called upon to do so.

Circulation department, which shelves and stores items for quick and easy inspection by users, creates manual or computer systems to record and track the use of the collections; control access; undertake stock taking and inventory; and report on delinquent borrowings, items that are lost, misplaced, stolen, abused, decayed or damaged (Luurtsema 1997:31). The cataloguing and technical department, which processes and documents collections the library's catalogue system, verifies ownership of circulated items as well as attaches identification marks to establish ownership and ensures that the status of unprocessed items is reported and access to them are controlled (Brown and Patkus 2007; Omoniyi 2001); the special collections, which involves preserving and conserving collections, controlling and monitoring access, proper inspection of the collection before and after use and providing insurance coverage for valuable collections (Swartzburg, Bussey and Garretson 1991).

Relevance of the model to the study

This model applies to this study as this study is an attempt to determine the status of current security systems used to protect library collections. The model describes a holistic plan for collection protection in libraries. The first factor of the Security Management Model, which is governance provides evidence whether good collection security governance is in place in libraries or not. The CSMM likened library

collection security governance to a secured house where the collection security systems installed should provide adequate Collection Security Management in public libraries. The determination of the effectiveness of the systems used by public libraries at South Coast region is one of the objectives of the study.

The technical aspect of the model consists of the technology practices and procedures that the collection security programmes embraced. It refers to electronic security system and devices to handle collection security processes. The security culture in this model refers to attitude towards collection protection, awareness of obstacles and problems, which aligns well with the last objective of this study which is to determine if there are any challenges faced by the librarians at South coast region.

2.3. Public Libraries

A public library is a library that is accessible to the general public. Public libraries exist in many countries across the world and are often considered an essential part of having an educated and literate population. South African public libraries have been boosted significantly through generous material support, and policy and legislative refinements have opened the way to more agile public library services geared towards maximising gains and extending its reach to all communities (Nkondo *et al.* 2016: 1).

The public library is established to provide materials, which communicate experience and ideas from one person to another and make them easily and freely available to all people. The public library is a local centre of information that makes all kinds of knowledge and information readily available to users. “It is established, supported and funded by the community, either through local, regional or national government or through some other form of community organizations. It provides access to knowledge, information and works of imagination through a range of resources and services. It is equally available to all members of the community regardless of race, nationality, age, gender, religion, language, disability, employment status and educational attainment” (IFLA/UNESCO 2017: 1).

2.4. Conditional Grants

Conditional grant is the funding that is transferred to provinces and municipalities for the purpose of funding libraries that serve the community where they are situated. Conditional grant is meant to address specific inequalities in the delivery of public library services to all communities (National library of South Africa 2016).

In his 2019 Budget, Tito Mboweni, the Minister of Finance, allocated R 4.8 billion to the community library services grant between 2019 and 2021 out of the R 14.8 billion allocation to the National Department of Arts and Culture (DAC). The grant is intended to transform library infrastructure in rural

and urban contexts and facilitate access. It is channelled directly to the provincial departments and either administered by departments themselves or via service-level agreements with municipalities. The grant is also supposed to fund libraries that serve both the community in general and schools (Anon 2019).

The government's commitment to revitalising public libraries through the conditional grants offers them a way of redressing past imbalances and charting a path to the realisation of library services consistent with a developmental state. Public libraries located in local municipalities are beneficiaries of the community library services grant that the KwaZulu-Natal Department of Arts and Culture is receiving from the National Department of Arts and Culture. A loss of library materials has a negative impact on service delivery. According to the KwaZulu-Natal Department of Arts and Culture (2016: 3), books are now regarded as tangible assets, so it is important that they are safeguarded. This study seeks to identify security needs required in order to safeguard library collection in public libraries at South Coast region in KZN.

2.5. Library Collection Security

The aim of securing library collections is to provide quality services for users making use of the collections. Book theft or loss is a phenomenon naturally associated with libraries and librarians (Ali 2016: 87). This study is an attempt to determine the status of current security systems used to protect library collections. Ali (2016: 4) highlighted in his study that most libraries do not use technology such as RFID, 3M or EM Tags for security of materials. An effective technological security system minimizes loss and provides relief for librarians from audit issues and financial penalties. One of the objectives of this study was to identify security systems adopted by libraries at South Coast in KZN region and to determine how effective the collection security management systems they are.

Rocchi and Resca (2018: 34) opined that for any information bearing materials and system to serve its purpose, the materials, system and information contained in them must be available when it is needed. This means that the physical materials such as books carrying the information, the computer systems used to store and process the information, the security controls used to protect it and the communication channels used to access it must be functioning correctly". The researcher wanted to find out if the collection security management systems adopted by public libraries at South Coast region in KZN are functioning correctly.

2.6. Collection Security Management Systems

Maidabino (2016: 3) suggested an electronic system for security in his study to reduce book theft problems. There are various security technologies that can be implemented in libraries, such as Closed-Circuit Television system (CCTV), videoing and video surveillance footage whether analogue or digital, alarms, metal detectors or handheld detectors, X-ray machines or card reader systems". Ezeabasili (2018: 6) states that "many manual security control measures like stop and search by porters, leaving bags with the porters, and using security personnel inside the library have been employed to reduce the security threats to information resources as the rate of occurrences is still alarming ". This study sought to identify the reason/s behind the high loss of library materials while security systems are in place in public libraries at South Coast region in KZN. Library services can only be achieved if security threats to information resources in libraries are curbed (Ezeabasili 2018: 4). This study attempted to establish whether the collection security management systems used by public libraries at South Coast region in KZN are reliable security systems that can be trusted to minimise high loss of library materials or not.

According to Ezeabasili (2018: 11), certain libraries' manual control procedures have a negative impact on both staff and patrons. This typically happens in the course of the stop and search technique of safety checking; some security employees take advantage of that chance to exact revenge on patrons and staff who disillusioned them; and end up damaging patrons' possessions all in the name of searching, which is not good and against the goals of the library.

According to Osayande (2019: 2), the purpose of using collection security systems must be to create secure surroundings for staff in the library, items, and customers. The author added that it is also crucial to make sure that security procedures are carried out as smoothly as possible, without obstructing the library's goal of creating a welcoming environment. The purpose of this study was to determine whether the collection security methods offered by South Coast public libraries actually secure and protect library collections.

Osayande (2019: 8) came to the conclusion that security problems have always plagued libraries. Materials that are taken from libraries or damaged make challenging replacements since they may be out of print or the library may not have the funds to buy a new copy. Manually inspecting customers' baggage, the old-fashioned approach is both ineffective and unfriendly. Adopting electronic security systems is a superior strategy for handling security in libraries. This will increase the effectiveness of protecting library materials from theft, mutilation, and other types of criminal activity.

According to Rajendran and Ranathisapathy, (2017: 14), libraries are extremely fortunate in the digital age since they can secure their resources thanks to reliable machines. It is impossible to overstate how

helpful electronic security measures are in preventing immoral behaviour in libraries. Electronic security systems are tools that use electrical equipment to secure library items, assist libraries in preventing theft of library materials, and other unethical losses. Examples of electronic safety systems hooked up in libraries are electronic surveillance digital camera (CCTV), 3M Electronic safety systems (Electronic security gates), Radio frequency Identification (RFID), Perimeter alarm device, Smoke detection device, and Movement detectors. There is not any point in spending tens of millions on new acquisition of data sources without the procurement of digital security structures to secure them. This study sought to identify if the budget spent on the security of collections in public libraries at South Coast Region worth security systems used.

Implementing a security system and educating the public about the value of keeping the library collection can prevent vandalism and destructive behaviour. The budgets and rules of the associated libraries typically influence how the security system is implemented in the library (Erlianti et al. 2018: 560). This study sought to establish whether public libraries in South Coast region had budgets and policies in place for their collection security management systems.

The idea of security is regarded as a regulatory tool to prevent the unexpected loss of valuables. When put into place at a library, security systems are measures created to safeguard all library collections from negligent individuals who might commit crimes like theft or vandalism (Erlianti et al. 2018: 560). This study sought to find out if collection security systems used by public libraries at South Coast protected collections from those who came to their libraries to commit criminal activities.

There are two divisions in the law governing library security. The first is the law against misusing or damaging library resources (vandalism). Second, the law that deals with people who commit little offences such failing to return the item after the loan time has ended (theft). The library needs to take the security system into consideration in light of the aforementioned infractions (Erlianti et al. 2018: 161). This study sought to establish whether there are systems available to follow delinquent borrowers at public libraries of South Coast region to prevent their libraries from losing their collections.

The library can try various preventive measures, such as regulated entrance using security gates, biometrics, and smart cards; the availability of lockers to store users' belongings; and the physical inspection of users leaving at the exit by library staff or security personnel electronic book detection systems installation, such as the use of Magnetic Electromagnetic Strips, RFID, etc; ID Card verification; using CCTV and convex mirror; video camera equipment; uniformed security staff to patrol around the library; training for the protection of fire, earthquakes, floods; use of firewalls and passwords for online services; a standard photocopying facility; and permanent locking for all windows (Erlianti *et al.* 2018: 563).

Due to the budgetary allocations from their determine organization, libraries and records centres lack the economic assets to shop for and deploy telecommunication safety structures and system that can help to defend the extent of security required (Ferdinand , Patric and Mneka 2016: 53). This study sought to establish whether public libraries in South coast region have adequate budgets to purchase collection security systems which are sufficient to protect their collections. According to Ferdinand, Patric and Mneka (2016: 53) these Telecommunication protection systems or gadgets require electric power to operate, and because of weak power supplies, they frequently fail to do so, rendering them unable to carry out their intended function of protecting the library and its collection. This study sought to find out whether the system used by public libraries in South coast region is affected by load shedding or not.

Osayande (2019: 1) suggested, among other things, that libraries should promote to enhance the regular upkeep Electronic Security Systems (ESS); heads of libraries. Libraries should also make sure that management is well-informed regarding the significance of using Electronic Security Systems (ESS) in the libraries and how adequate funds should be made available through annual library budgets. The directors of the libraries were also advised to seek outside financing to regularly improve the electronic security systems (ESS). Libraries and librarians are concerned about the security of their collection all around the world. Low funding for libraries makes the problem of collection security at libraries in developing nations worse. Yamson and Cobblah (2017): 1. Due to a lack of well-established collection security policy, many libraries, especially public libraries, frequently have a serious challenge with collection security management. According to Yamson and Cobblah (2017: 45), librarians must act now to implement procedures that will effectively monitor crime, mutilation, and abuses of library employees and collection, or libraries will soon be closed.

.2.7. Summary

This chapter provided and discussed the theoretical framework adopted by the study and further reviewed literature on collection management security systems. The next chapter, Chapter Three, will discuss the research methodology used in this study.

CHAPTER THREE: RESEARCH METHODOLOGY

3.1. Introduction

According to Maree (2016: 51), “research methodology includes procedures by which researchers go about their work of collecting data, analysing, describing and explaining phenomena. According to the authors, methodology addresses the following: Why certain data is being collected, what data is being collected, where the data is being acquired from, and when the data is being collected, how information is gathered and how it will be analysed.

Research methodology is the “how” of collecting data, and the processing thereof within the framework of the research process (Brynard, , Hanekom, Brynard, 2014: 37). The aim of this study method is to provide an explanation for how the studies turned into finished, the numerous methods that have been embraced for information series, techniques used for the take a look at, and the facts evaluation method.

This chapter is organised into the following eleven sections: research paradigms, research approaches, research design, population of study, sampling procedures, data collection procedures, pilot testing of the instrument, validity and reliability of data collection instruments, data analysis strategies, ethical considerations and summary.

3.2. Research paradigm

Neuman (2003: 541) states that “a paradigm is an “integrated set of assumptions, beliefs, models of doing good research, and techniques for gathering and analysing data”. He also defines paradigm as a “general organising framework for social theory and empirical research”. A paradigm defines the boundaries of how research is carried out, including “the kinds of questions asked, what can be observed or investigated, how data is collected, and how to interpret the findings”

Babbie and Mouton (2006: 48) link paradigms of social science with different methodological approaches by relating a quantitative approach to positivism and relating a qualitative approach to interpretivism. The three most popular paradigms used in Social Sciences research are the positivism, post-positivism and interpretivism paradigms This study adopts interpretivism as it is qualitative in nature, The participants were interviewed, and the results were interpreted, analysed through qualitative content analysis using the Tesch’s approach.

3.3. Research approach

Three most commonly used approaches in research are the qualitative, quantitative and mixed methods research approaches (Ngulube 2005; Creswell 2014). According to Du Plooy-Cilliers, Davis and Bezuidenhout (2018: 14) when you arrive at this step inside the studies technique, you have to have already got a concept of what or who you need to investigate. Your most important consideration throughout this step could be whether you use a qualitative or quantitative approach, or even both, called combined-strategies method”. Other methods make use of specific techniques to collect data, literature reviews, interviews, questionnaires and direct observation.

Paul, Leedy and Ormrod (2015: 98) state that “on the surface, quantitative and qualitative approaches involve similar processes; they both entail identifying a research problem, reviewing related literature, and collecting and analyzing data, but they are suitable for different types of data. These will be discussed commencing with the quantitative paradigm.

3.3.1. Quantitative method

Bless, High-Smith and Sithole (2013: 16) state that quantitative research relies extensively on numbers and statistics in the analysis of the findings. The collection of quantitative data usually requires the use of data analysis program such as SPSS to analyses the collected data (Henn, 2006: 203). Brynard and Hanekom, (2014: 39) state that “quantitative methodology requires methods such as experiments and surveys to describe and explain phenomena”. They further highlight that the methods could include techniques such as observation, preliminary investigations quantitative analysis and questionnaires.

3.3.2. Qualitative method

Bless and Higson-Smith (2013: 16) state that qualitative research is often used when the problem has not yet been investigated before. In this approach the researcher investigates the problem from the respondents’ point of view. Qualitative research refers to research that produces descriptive data - generally the participant’s own written or spoken words pertaining to their experience or perception. Usually no numbers or counts are assigned to these observations (Brynard and Hanekom 2014: 37). They assert further that qualitative methodologies allow the researcher to know people personally, to see them as they are and to experience their daily struggles when confronted with real life situations. This enables the researcher to interpret and describe the actions of people.

3.3.3. Mixed method

The mixed method research approach is a research approach in which the researcher collects, analyses, mixes and draws inferences from both quantitative and qualitative data in a single study. Mixed methods imply that techniques are used in a parallel sense; providing overlapping information makes it possible to check results from more than one viewpoint (Maphazi, 2012:169). Bless, Higson-Smith and Sithole (2013: 58) states that mixed- methods research combines the advantages of quantitative and qualitative methods to avoid their disadvantages

A qualitative approach was used in this study and data was collected from the librarians in charge of public libraries in the South Coast region in KZN. “Qualitative research approach provides abundant data about real life people and situations” (De Vaus 2014: 6, Leedy and Ormrod 2014: 141). Berg and Howard (2012: 123) characterise qualitative research as meanings, a concept, a definition, metaphors, symbols and a description of things. “The reliance on the collection of non-numerical primary data such as words and pictures by the researcher who serves as an instrument himself makes qualitative research well suited for providing factual and descriptive information” (Johnson and Christensen 2012: 29).

3.4 Research design

Sekaran and Bourgie (2016: 240) state that “research design is a blueprint or plan for the collection, measurement and analysis of data created to answer your research question”. A research design is a general plan for implementing a research strategy. A research design specifies whether the study will involve groups or individual participants, make a comparison within a group or between groups, and how many variables will be included in the study (Gravetter and Forzano, 2018: 137). According to Babbie and Mouton (2001: 83), “there are three main research strategies: experiments, surveys and case studies. The choice of a research design by a researcher mainly depends on the nature of the research”. Durrheim (2006: 37) stressed that “when designing the study, a researcher must be guided by the purpose of the research, the theoretical framework informing the research, the context within which the research is to be carried out, and the research instruments engaged to collect and analyze the data”.

Baker (2006: 4) mentions that “the case study method, and in particular the multiple-case studies design, offers LIS researchers a proven tool for achieving a deep understanding of a specific phenomenon”. He further, points out that “the case study represents a specific tradition within the qualitative research paradigm and attempts”. Research design also “involves anticipating all

aspects of the research, then, the planning for them to occur in an integrated manner” (Blaikie 2010: 15).

Akinade and Owolabi (2009) describes research design like a house building plan. They assert further that if the plan of the house is very good, there is every likelihood that the building will be well constructed. This presupposes that the research design has to do with planning, arrangement or ways the researcher intends to use in executing the study. Akinade and Owolabi (2009: 28) stated that the purpose of research design includes the following: to answer questions, helps structure how to conduct the study, it can guide the researcher to collect and analyse and interpret data properly, it can help the researcher to infer casual relations among various variables the study is interested in, it can help define the domain of generalization, it is used for gathering data, it helps test hypothesis or answer research questions of the study, and guides researchers to generate usable primary data. The researcher used the multiple case study research method for the study.

3.5. Population

A population is the entire set of individuals of interest to a researcher. Although the entire population usually does not participate in a research study, the results from the study are generalized to the entire population (Gravatter and Forzano, 2018:112). They further add that population is a group defined by the researcher’s specific interests. “Population refers to the entire group of people, events or things of interest that the researcher wishes to investigate. It is the group of people, events or things of interest for which the researcher wants to make inferences. Target population must be defined in terms of elements, geographical, boundaries and time” (Sekaran and Bourgie 2016: 240). Bless, Higson-Smith and Sithole (2013: 394) define the term “population” as a set of elements that the researcher focuses upon and to which the results obtained by testing the sample could be generalized. Sometimes it is called the target population.

Savin-Baden and Major (2013: 32) stated that “any group of, say, individuals, events or objects that share a common characteristic and represent the whole or sum total of cases involved in a study is called population”. They also add that, the separate individuals or objects belonging to the population are called the elements of the population. Bless (2006: 87) and Sekeran and Bougie (2016:236) state that a population is sometimes referred to as a target population, it is a set of elements that the research focuses upon and to which the results obtained by testing the sample can be generalized to the total population. The total number of the population for this study consisted of thirty-seven (37) librarians from public libraries at South Coast region in KZN. Table

3.5.1 shows the population of the librarians under investigation in the selected municipalities and the names of libraries as obtained from the South Coast Depot in Pinetown.

Table 3.1 Population of the study

Name of the municipality surveyed	Libraries	Frequency
Umdoni Municipal	Vulamehlo Public Library Umzinto Public Library Scottburg Public Library Ifafa beach Public Library Shayamoya Public Library Malangeni Public Library Sezela Public Library Park Rynie Public Library Pennington Public Library	09
Ray Nkonyeni Municipality	Umtentweni Public Library Port Shepstone Public Library Hibberdene Public Library Margate Public Library Merlewood Public Library Gamalakhe Public Library Marburg Public Library Ezingoleni Public Library Uvongo Public Library Port Edward Public Library South Port public Library Sazi Nelson Public Library Albersville Public Library	13
Ethekwini Metro	Kingsburg Public Library Shallcross Public Library Antlone park Public Library KwaMakhutha library Adams mission Public Library Malvern Public Library Umkomaas Public Library	14

	Craigieburn Public Library Isipingo Civic Public Library Isipingo Beach Public Library Westville Public Library Westville North Library Amanzimtoti Public library	
Umuziwabantu Municipality	Harding Public Library	01
Total		37

3.6. Sampling

Gravatter and Forzano (2018: 115) refer to sampling as the process of selecting individuals for a study. They further state that researchers have developed a variety of different sampling methods also called sampling techniques or sampling procedures. Sampling methods fall into two basic categories: probability sampling and nonprobability sampling. In probability sampling, the entire population is known, everyone in the population has a specifiable probability of selection, and sampling occurs by a random process based on the probabilities. In nonprobability, the population is not completely known, individual probabilities cannot be known, and the sampling method is based on factors such as common sense or ease, with an effort to maintain representativeness and avoid bias.

Sekaran and Bougie (2016: 239) define “sampling” as the process of selecting sufficient number of right elements from the population, so that a study of the sample and understanding of its properties or characteristics make it possible to generalize such properties or characteristics to the population elements”. Sampling is a technique employed to select a small group with a view to determining the characteristics of a large group (Brynard, Hanekom, Brynard 2014: 56). He further opines that “if selected discerningly, the sample will display the same characteristics or properties of the larger group”. Maree (2016) refers to sampling as the procedure of taking a sample from the targeted population and points out that there are two types of sampling, namely, probability and non-probability sampling techniques. Maree (2016) also mentions simple random sample, systematic sampling, stratified random sample and cluster sampling as probability sampling techniques. Kumar (2014: 234) defines probability sampling as “a sampling method

whereby each and every element in the targeted population has an equal chance to be considered to form the sample of the study”.

According to Connaway and Radford (2017:102), choosing a sample is a prerequisite for all surveys that only include a subset of the population. Since the results based on a sample should reasonably accurately reflect the situation in the entire group, careful consideration must be paid to sampling methodology. Connaway and Radford (2017:102) go on to say that one of the fundamental phrases and ideas in relation to sampling is census.

Table 3.1 shows the name of municipalities and libraries surveyed. Out of the total of 37 librarians under investigation, unfortunately only 30 participated. Due to COVID-19, the age and comorbidities of the remaining 7 that did not participate are the reasons for not participating; the researcher could not reach them as they were not at work. To maintain the anonymity of the participants, they are referred to as “participant one (1) to participant thirty (30) and to maintain the anonymity of the institutions, they are referred as municipality (A) to municipality (D).

3.6.1. Census

A census is a count or survey of the entire population to determine how its characteristics are distributed (Connaway and Radford 2017:134. More broadly, any research in which information is gathered from the complete target population is referred to as a census. Censuses are practical and feasible in small populations. According to Gray (2009:220), a census is a study of every person in a particular population and is typically used to poll the complete population of a nation. When the population being studied is small, a census approach is typically used. In this scenario, the entire population is employed as the sample, even if it is only 200 or less people (Israel, 1992:112). This will enable a suitable sample to be chosen, allowing for the generalizability and desired level of precision of the research's findings. All librarians from a list of the librarians of South Coast depot affiliated libraries from the KwaZulu-Natal Department of Arts and Culture library services component were used in this study. While the target population as per census was 37 as shown in Table 3.1, only 30 participated in the study. The reason behind the seven that did not participate was the effect of the COVID-19 pandemic. Four passed on, one was working from home because of her age and the other two were seriously ill.

3.7 Data collection

Leedy and Omrod (2015: 31) state that there are different methods that are used to collect data such as questionnaires, interviews, observations, experiments and existing records. Data collection allows one to collect information that one wants to collect about a study. Since the researcher used semi-structured interviews to collect data for this study, Semi-structured interviews, according to Abawi (2014: 1), feature a few pre-planned questions but give the interviewer additional latitude to change the questions' language and order. According to Du Plooy-Cilliers, Davis, and Bezuidenhout (2018: 14), gathering data is one of the most crucial components of any study. When gathering data, researchers must be extremely careful because bad data collection might provide false findings and results. However, because time is such a crucial component, researchers must take it into account before they can begin gathering data.

Leedy and Omrod (2015: 31) further state that data is collected for a certain purpose and there are different methods that are used such as questionnaires, interviews, observation, experiments, and existing records. Durrheim (2008: 51) agrees with Leedy and Omrod (2015: 31) that “researchers use different instruments to collect data and data collection methods include questionnaires, interviews, observation, experiments, etc”. For this study, interviews were used to collect data.

3.7.1. Interviews

Although there are several ways to gather data, interviews are most likely utilised more often than others. This is because conducting interviews as a technique of data collection enables the researcher to clarify any unclear questions to respondents. Additionally, it enables the researcher to ask more probing questions after a responder provides a response (Brynard, Hanekom, Brynard 2014: 42). Interviews can be characterised in a variety of ways as a state of question and response between the interviewer and the interviewee with the goal of eliciting crucial data for the study being conducted (Okebaram 2016: 78). Some researchers use observation and interviewing, which are methods often associated with the qualitative approach, to collect data. A method of gathering information from people is through interviews (Okebaram 2016: 71). According to Kumar (2014: 123), it could be done through “different forms of interaction with others. Any person-person interaction between two or more individuals with a specific purpose in mind is called an interview”.

Interview method can also be looked as a form of oral questionnaire involving “face-to-face type of questioning from the researcher and responses from the interviewee. It may afford the

researcher an opportunity to observe verbal and non-verbal behaviour of the interviewee” (Akinade and Owolabi 2009: 93). It can be variously described as a question-and-answer session between the interviewer (the researcher) and the interviewee (the participants), with the goal of eliciting crucial data for the study being conducted (Okebaram 2016: 78).

3.7.1.1. Face-to-face interviews

Dejonckheere and Vaughn (2018: 1) state “that semi structured face-to-face interviews typically consists of a dialogue between researcher and participant, guided by a flexible interview protocol and supplemented by follow-up questions, probes and comments. It allows the researcher to collect open-ended data, to explore participant thoughts, feelings and beliefs about a particular topic and to delve deeply into personal and sometimes sensitive issues.” The researcher designed an interview schedule for the study. Babbie and Mouton (2001: 249) opine that “in face-to-face interviews the researcher or interviewer asks the participants questions orally and records the participants’ responses”. Consequently, the researcher uses a recording device during the interview process to collect data for the study.

The researcher visited the four communities that were surveyed a week before the data was collected in order to build rapport with the directors of the libraries in those municipalities for this study. To conduct research in their libraries, the researcher gave (librarians) copies of letters of permission (introduction letters) that had previously been sent via email to the offices of the library managers. Before the study began, authorization to conduct research in the surveyed public libraries was obtained in accordance with the letter requesting permission to do so in the chosen libraries. The researcher conducted semi-structured face-to-face interviews with the targeted population in this study. This is because the researcher wanted to interact directly with targeted population about the collection security management systems used by their libraries.

3.8. Interview schedule

An interview schedule (refer to Appendix C) was used in gathering information from the librarians of the South Coast region. The interview schedule was designed to cover different sections: The following are the sections it covered:

Section 1: Collection security management systems used in public libraries: Question 1-8
Section 2: Library Management Team responsible for the safety of library's collection: Question 9-16
Section 3: People awareness and training on collection security management systems: Question 17-21
Section 4: Collection acquisition and circulation and circulation: Question 22-25
Section 5: Security of special collection: Question 26-29
Section 6: Technical and cataloguing processing: Question 30- 32
Section 7: Peoples issues on collection security management systems: Question 33-39
Section 8: Physical and technology practices on collection security management systems: Question 40-42
Section 9: Funding for collection security management systems: Question 43-44
Section 10: General comments on collection security management systems

Table 3.2: Interview schedule

As indicated in Table 3.2 of section 1, questions 1 to 8 were specifically about collection security management systems used in libraries at South Coast region. Section 2 from question 8 to 15 was about library management team responsible for the safety of the library collection. Section 3 from question 17 to 21 was on people's awareness and training on collection security. Section 4 from question 22 – 25 dealt with collection acquisition and circulation of library items, section 5 from question 26 – 29 was on security of special collection. Section 6 from question 30-32 dealt with technical and cataloguing processing while section 7 from question 33-39 was on people's issues on collection security. Section 8 from question 40-42 was on physical and technological practices on collection security management, section 9 from question 43-44 dealt with funding for

collection security management systems and section 10 was general comment on collection security management systems.

3.9. Pilot testing of the instrument

Paul, Leedy and Ormrod (2015: 169) state that “even experienced researchers conduct test runs of newly designed questionnaires to make sure that questions are clear and will effectively solicit the desired information”. According to Sekaran and Bougie (2016: 210), pretesting involves the use of a small number of participants to test the appropriateness of the questions and their comprehension.

3.10. Validity and reliability

Connaway and Radford (2017: 80) state that “as one develops and conducts a research study, one should always be concerned with its validity and reliability”. They further add that research is valid when the conclusions are true and reliable when the findings are repeatable. No matter what research methodology is chosen, the researcher must think about the general validity of the approach. Babbie and Mouton (2008) states that it is important for the researcher to make sure that the chosen research methodology and data collection tools used are both valid and reliable. According to Leedy and Ormrod (2015: 28), the “validity of a measurement instrument is the extent to which the instrument measures what it is supposed to measure” and reliability is “the consistency with which a measuring instrument yields a certain result when the entity being measured has not changed” (Neuman 2011: 377). The likelihood that it will yield accurate, meaningful and credible results that can potentially help one to address the research problem (Paul, Leedy and Ormrod 2015: 103). The researcher tested the validity and reliability of the instrument through pilot testing of the instrument for this study.

Validity focuses on evaluating the clarity and instructions for each portion of the questionnaire, as well as the appropriateness of the responses. For face validity of the instrument, other specialists in the field of library and information studies were consulted in addition to the supervisor's validation. To determine whether the target could be reached with these instruments, a pilot test was carried out. Ten eThekweni Libraries librarians participated in the pre-test validation of the instruments. Pre-testing was done to make sure the questions on the interview schedule were clear, succinct, and without any ambiguity. The pre-test was used to ensure that some words were rephrased and that questions that were deemed unnecessary were removed. This exercise satisfied the requirement of social research and the definition of a pilot test as an

experimentation or mini version of a study which represents a preparatory step towards the proposed full-scale study (Connaway and Radford 2017: 101).

3.11. Anonymity and Confidentiality

According to Connaway and Radford (2017: 101), confidentiality is the protection of information obtained in confidence during the research study or, in the case of social science research, a researcher's express or implied promise to a respondent that any information provided to the researcher cannot be used to identify that respondent. The authors go on to say that one of the fundamental ethical standards governing research involving human people is confidentiality. Anonymity and confidentiality were assured by referring to respondents as participant 1 to 30 and to municipalities as municipality A to C.

3.12. Data analysis

The analysis of collected data is undertaken to determine what data can be discarded and what ought to be saved for the actual research (Brynard and Hanekom 2014: 62). The researcher analysed the collected data for this study through qualitative content analysis using Tesch's approach. Savin-Baden and Major (2013: 435) define data analysis as "a systematic search for meaning". Babbie and Mouton (2008: 122) claims that once the data is gathered in an appropriate format, the researcher is prepared to evaluate it in order to come to conclusions that represent the interest, notion, and theories that motivated the inquiry. The researcher is obligated to explain the analysis's goal in the data analysis.

3.12.1 Tesch's approach

Tesch (1990) proposes eight steps to consider in data analysis:

Step 1: The researcher ought to read the entire transcript carefully to obtain a sense of the whole and to jot down some ideas.

Step 2: The researcher selects one case, asks "what is this about?" and thinks about the underlying meaning in the information. The researcher's thoughts can be written in the margin.

Step 3: A list is made of all the themes or topics. Similar themes or topics are clustered together.

Step 4: The researcher applies the list of themes or topics to the data. The themes or topics are abbreviated as codes, which are written next to the appropriate segments of the transcripts. The researcher tries out this preliminary organising scheme to see whether new categories and codes emerge.

Step 5: The researcher finds the most descriptive wording for the themes or topics and categorises them. Lines are drawn between categories to show the relationships.

Step 6: The researcher makes a final decision on the abbreviation for each category and alphabetises the codes.

Step 7: The data material belonging to each category is assembled and a preliminary analysis is performed.

Step 8: The researcher recodes existing material if necessary.”

3.13. Ethical consideration

The duty of researchers to be truthful and considerate to everyone who is impacted by their research studies or their reports of the studies' findings is known as research ethics. Researchers are typically bound by a set of ethical principles that help them make ethical decisions and select morally upright acts. Each phase of the research process in terms of ethical considerations (Gravetter and Forzano, 2018: 83). In light of this, Strydom (2011:114) defines ethics as a set of moral principles put forth by an individual or group and subsequently accepted by the general public. Ethics also provides guidelines and behavioural expectations regarding the proper conduct toward experimental subjects and respondents, employers, sponsors, other researchers, assistants, and students. According to Cohen, Manion, and Marrison (2011: 62), proper processes for requesting approval to undertake a research project must be followed in all fields of study.

As a result, in this study, the norms and research ethics of all universities involved were scrupulously upheld. The Durban University of Technology's (DUT) research policy completely met with the ethical standards outlined by the Institutional Research Ethic Committee (IREC). For instance, requests for permission to conduct research in the surveyed municipalities were addressed to the heads of the libraries, and permission was also requested from librarians to gather data from all public libraries in the South Coast region of KZN. Attached are a letter of information (Appendix A) and an informed consent form (Appendix B).

3.14. Summary

This chapter introduced and discussed the research methodology used for the current study. The discussed research methodology includes a research paradigm, research approach, research design, targeted population, sampling, data collection, data analyses, and ethical consideration. The next chapter focuses on the presentation of the research results.

CHAPTER FOUR: PRESENTATION OF FINDINGS

4.1. Introduction

This chapter presents the findings for the study achieved through semi-structured face-to-face interviews. The aim of this study was to survey the collection security systems used by public libraries at South Coast region in KZN. The objectives of the study were to:

- identify the current collection security management systems used by public libraries at the South Coast region in KwaZulu-Natal,
- determine the effectiveness of collection security management systems used at the South Coast region public libraries in KwaZulu-Natal, and
- identify any challenges faced by librarians at South Coast region public libraries in KwaZulu-Natal regarding the collection security management systems they use.

4.2. The process of data analysis

The goal of data analysis and research findings presentations is to provide a summary of the data acquired and express a response (or responses) to the research questions (Peron and Gillespie 2015: 30). The goal of data analysis and interpretation is to reach conclusions about the relevant research questions. There are two types of data analysis: quantitative (using statistical techniques like regression or structural equation modelling) and qualitative (using coding or content analysis) (Bhattacharjee 2016: 23).

Tesch's method of data analysis for qualitative research was used in the presentation, interpretation and analysis of results of the research findings. A description of this method was provided in Chapter 3. The researcher designed an interview schedule for the study and used a recording device during the interview process to record data for the study. The researcher collected data using semi-structured face-to-face interviews from librarians in charge of the libraries at South Coast region in KZN. The researcher listened to recordings and transcribed them to familiarize himself with the data. Thereafter, the researcher manually picked each transcript, analysed them individually until all the transcripts were analysed, and similar topics were coded together. These similar topics were categorized after coding and merged with themes.

4.3. Findings of the study

The following are the findings of the study achieved from face-to-face interviews with the librarians at South Coast region in KwaZulu-Natal. These findings are presented in tables, figures, and texts and frequency counts with percentages where possible.

4.3.1. Response rate

Thirty-seven (37) librarians were expected to participate in this study, but the researcher only collected data from thirty (30) which gave a response rate of 81%. The seven (7) librarians were no longer available to be interviewed because four (4) had passed on and three (3) were seriously ill, as the study and the data collection was conducted during the COVID-19 pandemic. The respondents were asked to indicate the municipality which they work for and Table 4.1 presents the results.

Municipality	No. of targeted population	No. of participants Responded	Percentage %
eThekwini Metropolitan	13	10	77%
Umdoni Municipality	9	9	100%
Ray Nkonyeni Municipality	14	10	72%
Umuziwabantu Municipality	1	1	100%
Total	37	30	81%

Table 4.1: Response rate within municipality (N=30)

4.3.2. Current collection security management systems used.

The results presented in Figure 4.1 show that the majority, 11 (37%) of respondents used RFID, 11 (37%) used a CCTV system, 7 (23%) used a 3M system, 5 (20%) used an Alarm system, and 1 (10%) used a Bypass system. Based on these results, it can be concluded that there are various collection security management systems used in public libraries at South Coast region in KZN ranging from RFID, 3M, CCTV, Alarm, and Bypass system. RFID and CCTV systems are the most commonly used collection security management systems. Jeyasekar and Aishwarya (2020:17) opined that trained guards, locks,

alarms, turnstiles, safes, security lighting, duress alarms, closed circuit televisions, and RFID are a few well-known security measures. RFID, the latest development, is being used in many libraries.

A possible reason for most libraries using RFID and CCTV could be that RFID and CCTV systems are the latest technologies for collection security management systems used in libraries. Unlike EM (Electro-Mechanical) and RF (Radio Frequency) systems, which have been used in libraries for decades, RFID-based systems move beyond security to become tracking systems that combine security with more efficient tracking of materials throughout the library, including easier and faster charge and discharge, inventorying, and materials handling. Therefore, this could be a reason that 11 (37%) public libraries used RFID. The study sought to identify collection security management systems used in public libraries at South Coast region in KZN, therefore it can be summarised that the most common systems are RFID and CCTV, however libraries also used other security systems on a small scale. In some instances, libraries use more than one collection security system, for example 11 participants that used RFID also used CCTV and alarm system and the 7 participants that used 3M system also used the alarm system and RFID.

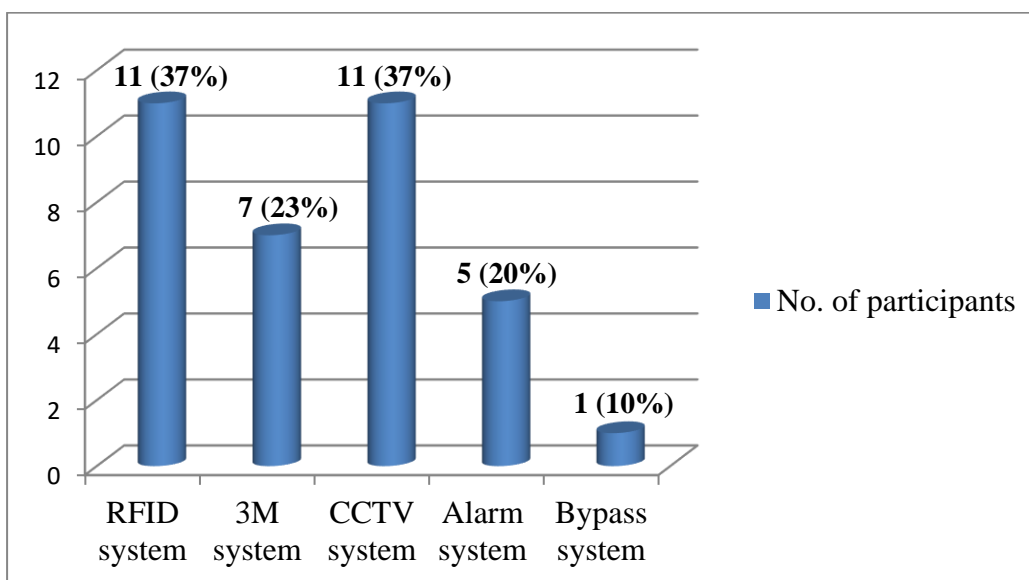


Figure 4.1: Current collection security management systems used (N=30)

4.3.3. Effectiveness of the collection security management systems

This study discovered that 30 (100%) participants from the public libraries at South Coast region in KZN found collection security management systems installed in their libraries to be effective. The collection security management systems installed include RFID system, 3M system, CCTV system, Alarm system, and Bypass system. Notably, RFID system and CCTV system were the most installed collection security management systems. A probable reason for this could be that the RFID and CCTV systems are highly

recommended to secure collections, enhance the user service and reduce theft case (Chhetri and Thakur 2019:54).

One of the objectives of this study was to investigate the effectiveness of the collection security management systems used by public libraries at South Coast region in KZN. It can be concluded that all collection security management systems installed in public libraries at South Coast region in KZN are effective as per the respondents. The reason for this could be that the collection security systems they installed brought about decrease in the theft of library materials and are effective when compared to the traditional ways of manually checking patrons' bags which were efficient and not user friendly.

Systems	Responses	No. of respondents	Percentage (%)
RFID system	Effective	11	100%
3M system	Effective	7	100%
CCTV system	Effective	11	100%
Alarm system	Effective	5	100%
Bypass system	Effective	1	100%

Table 4.2: Effectiveness of the collection security management systems (N=30)

4.3.4. Challenges of the collection security management systems

Section 4.3.3, participants mentioned that the collection security management systems were effective. However, the study ascertained that all 30 (100%) of participants faced challenges where 11 (37%) respondents mentioned that there was a need for electronic collection security systems to be installed. The reason for such response was because there was no electronic collection security system installed in their libraries. Lack of funds could be a reason for libraries not having electronic collection security systems installed. In section 4.3.22 and Table 4. 17 participants mentioned that there was no specific budget allocated for collection security management systems in their libraries.

Participants highlighted power outages as a challenge because, without electricity, the collection security systems used does not function. In addition, gate sensors are not able to detect tags, and this resulted in library materials being illegally removed from the library. Respondents also highlighted that faulty electric gate took a long time to be repaired. The libraries that have electric gates installed experienced

problems when electric gates became dysfunctional. A possible reason why the systems are not repaired could be due to lack of finance and the element of negligence on the side of the management by failing to sign after sales service with the vendor.

Participants also indicated that patrons remove tags from library materials. The researcher is an experienced librarian, who worked in the library for more than 20 years, therefore the researcher is aware that RFID tags are affixed on the inside back cover of the books for detection at the exit gate, once the tag is removed from the book, RFID sensors cannot detect a book moving out of the library without being properly charged. Burui et al. (2018: 131) shared that RFID tags are generally fixed to the inside back cover of the book, which are clearly visible to the patrons and are exposed to removal. This problem is very common as students often remove tags for the sake of stealing books from the library.

Participants also indicated that patrons bypass the system and that the security system may be failed by placing a magnetic device, magnetic tape, aluminium foil over the tags. Moreover, depending on the strength of the RFID reader, it is possible to either greatly hinder or completely block the tag signal by wrapping an item and having it embedded with several layers of aluminium or tin foil. This, combined with a weak gate sensor, increases the risk of items being stolen. Another challenge shared by the participants was that there was no quick response when an alarm was activated and that some books are not tagged with RFID tags. Lack of funds for collection security management systems could also be a reason for not having enough tags to secure all books.

It can be concluded that librarians from the public libraries at South Coast region in KZN are faced with challenges such as the need for electronic collection security system/s to be installed in those libraries where there were none, electricity outages, not quickly repairing dysfunctional electronic security gates, not quickly responding when the alarm sounds, bypassing of the systems and not having enough tags to stick in all books for security as mentioned in the Table 4.3 below.

The study aimed to establish whether librarians from the public libraries at South Coast region in KZN are faced with challenges regarding the collection security management systems they used. Furthermore, the researcher asked participants to indicate those challenges and Table 4.3 presents the findings.

Responses	No. of respondents	Percentage (%)
There is a need for electronic collection security system/s to be installed	11	37%
Sometimes there is no electricity	19	64%
Electric gate takes time to be fixed when it is faulty	19	64%
People remove security tags on library materials	19	64%
There is no quick response when alarm breaks off	19	64%
People can bypass the system	19	64%
Some books are not tagged with RFID tags	19	64%

Table 4.3: Challenges of the collection security management systems (N=30)

4.3.5. Service of collection security management systems

Only 19 (64%) of the 30 participants responded to this question whereby 10 (53%) confirmed that their collection security management systems got serviced yearly, 8 (42%) highlighted that their collection security management systems had never been serviced since its installation, and 1 (5%) indicated that service is done quarterly. Based on these findings, it can be concluded that the majority, i.e. 10 (53%), of the participants indicated that there was a long delay in getting collection security management systems serviced, which could lead to the system not functioning properly. A reason for this could be financial constraints and the element of negligence on the side of management or no after sale service signed between the library managers and the supplier.

Kumar (2019: 159) opined that every librarian must ensure the proper maintenance and periodic service of library security systems. It could be concluded that a lack of system maintenance is a major culprit, this is caused by negligence on the side of management, to ensure that a security system performs at its best, frequent maintenance is required. This entails visually evaluating each component, replacing the batteries as necessary, and making sure that each component can successfully interact with the others. While using the primary control pad and a monitoring service, one may check system performance, but it's also a good idea to perform your own weekly and monthly inspections. It is also important to check

CCTV cameras to ensure that they are functioning properly and to keeping one's collection protected. Collection security systems maintenance varies by brand, there are those that need to be checked weekly, others monthly, six months while others need annual check-up. It can be summarised that not having a Library Security Management Team in place had a negative impact when it came to the service of electronic collection security systems (section 4.10.13).

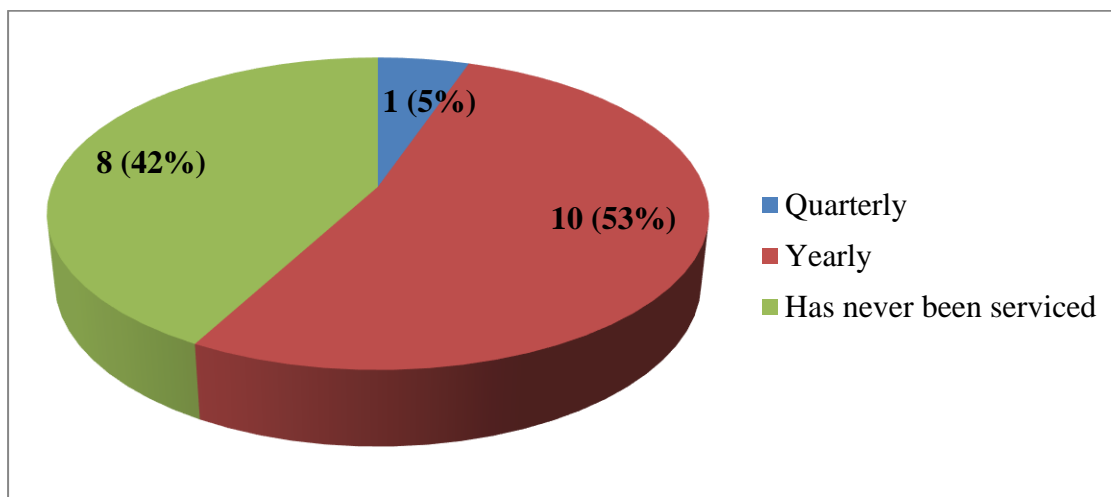


Figure 4.2: Service of collection security management systems (N=19)

4.3.6. Reporting of faulty collection security management system

The study established that 19 (63%) of the participants from the public libraries at South Coast region in KZN reported faulty collection security management systems to service providers and Chief Librarians, while 11 (37%) of participants reported to the Chief Librarians, Security departments and District Managers. It can therefore be concluded that faulty collection security management systems are reported to Service providers, Chief librarian, Security department and District Manager. A reason why the reporting is done in such a manner could be because collection security management systems are critical at the library and require a senior's attention or an expert who has the necessary experience and knowledge about collection security issues. Management can then command authority to manage and ensure collection security compliance. According to the KwaZulu-Natal Department of Arts and Culture (2016: 3), books are now regarded as tangible assets, so it is important that they are safeguarded. One of the objectives of the study was to determine from participants who they report to when the collection security management systems are faulty. The findings of this study indicate that senior staff such as District managers and Chief librarians are the personnel to whom faults were reported. According to Cowan 2013:12), it is recommended that the Library Security Management (LSM) team ideally should be chaired by senior personnel with representation from the library and members from the municipal's security department. The Library Security Management Team formulates and puts library security

programmes into operation. Having the structure like LSMT assists in safeguarding library items (Maidabino and Zainab 2016:103).

Responses	No. of respondents	Percentage (%)
Service provider and Chief Librarian	19	63%
Chief librarian, Security department and District Manager	11	37%

Table 4.4: Reporting of faulty collection security management system (N=30)

4.3.7. Additional means of securing library collection

The study found that all 30 (100%) participants use security guards, library staff observation (library staff look after library users' belongings at the parcel counter), closed windows, installed burglar guards and the library parcel counter as additional means of securing library collections in addition to RFID, 3M, CCTV, Alarm, and Bypass systems. Based on the results of this study, it can be concluded that public libraries at South Coast region in KZN have additional means of securing library collections other than electronic security systems. A possible explanation for additional security measures could be that librarians have instituted these additional security measures in case the electronic systems are dysfunctional. It serves as a further measure to safeguard library collections. Ameen and Haider (2007:78) suggest that physical security measures should begin with the physical architecture of the building or management of space where collections are held and controlling building entrances and exits.

Responses	No. of respondents	Percentage (%)
Security guard	30	100%
Library staff observation	30	100%
Close windows	30	100%
Installed burglar guards	30	100%
Library users leave their belongings at the parcel counter	30	100%

Table 4.5: Additional means of securing library collection (N=30)

4.3.8. Waiting period for faulty collection security management system to get fixed

In the findings of this study, 11 (57%) participants stated that their libraries did not get their collection security management systems repaired immediately when it became dysfunctional, while 6 (31%) participants highlighted that it got repaired in less than two weeks and 2 (10%) participants said it got repaired within two days. Robert and Pearson (2017:92) opined that the electronic security system functions poorly if it is poorly maintained or poorly installed. Taking too long to repair dysfunctional systems raises concerns about the safety of library materials. From these results, it can therefore be concluded that some collection security management systems were not repaired when they became dysfunctional and the reasons for this could be that these collection security management systems had never been serviced since their installation, through negligence of the library management and a lack of finances. This study was aimed at determining how much time they had to wait to get the collection security management system repaired when it was faulty; therefore, the study found that most libraries in the region do not repair the damaged electronic security systems timeously to prevent loss of materials.

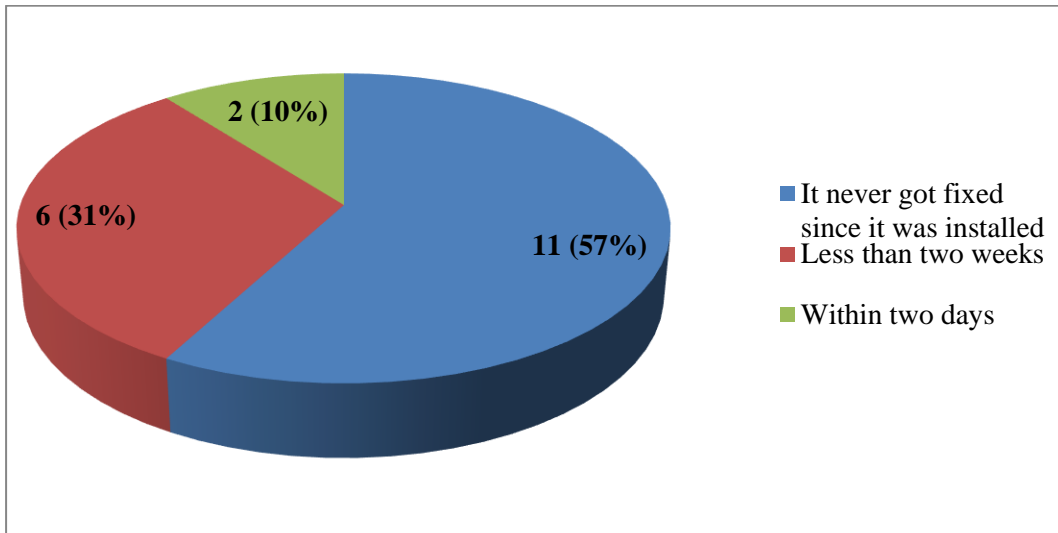


Figure 4.3: Waiting period for faulty collection security management system to get fixed (N=19)

4.3.9. Signs of a faulty collection security management system

Eighteen 18 (95%) participants that have RFID indicated that RFID siren beeps non-stop whether a member is carrying a library material or not. Eighteen participants (18) 95% that have 3M shared that when the system is connected to their phones, a text message appears on the librarian's phone. One 1 (5%) respondent who had Bypass system installed in their libraries mentioned that it beeps non-stop whether a member is carrying library material or not, and when the book is scanned and not appearing on the screen that means the electronic gate is not working.

Eighteen (18) 95% participants that have CCTV installed in their libraries mentioned the following signs of faulty collection management system: It does not show images on the screen, and it does not boot up. One 1 (5%) participant who had alarm system installed in the library mentioned the following signs of faulty collection management system: It shows a red light, and when the code is being punched, it does not respond. These are some of the diagnostic tools to assist in knowing when the system is faulty which are important in assisting library staff to know when the systems are faulty. This assists in collection security management because they can take action to attend to that breach to avoid the loss of library materials. One of the objectives of the study was to investigate the challenges faced by Librarians regarding the collection security systems. Kumar (2019: 155) shared that system components include different forms of mechanical protection, the electronic signalling system and the incident monitoring or responding guard.

The study aimed to find the signs of faulty collection security management systems. Based on the overall responses, it could be concluded that all installed collection security systems in public libraries indicate when they are faulty, and the library staff members are able to notice.

System	Responses	No. of respondents	Percentage (%)
RFID	It beeps non-stop whether a member is carrying library material or not. A text message pops up on the librarian's phone that has system connected to their phones. When the book is scanned and not appearing on the screen that means the electronic gate is not working.	18	95%
3M	A text message pops up on the librarian's phone that has system connected to their phones. It beeps non-stop whether a member is carrying library material or not. When the book is scanned and not appearing on the screen that means the electronic gate is not working.	18	95%
Bypass system	It beeps non-stop whether a member is carrying library material or not. A text message pops up on the librarian's phone that has system connected to their phones. When the book is scanned and not appearing on the screen that means the electronic gate is not working.	1	5%
CCTV	It does not show images on the screen. It does not boot up	18	95%
Alarm system	It shows a red light. When the code is being punched, it does not respond.	1	5%

Table 4.6: Signs of a faulty collection security management system (N=19)

4.3.10. Library Security Management Team (LSMT)

The study ascertained in Table 4.7 that (30) 100% of public libraries under the municipalities in the South Coast region do not have a LSM team. A probable reason for this could be the lack of knowledge from library management on the importance of having a Library Security Management Team. The Library Security Management Team is formed through the relevant departments and has the responsibility of formulating and putting security programmes into operation to ensure that library materials are safeguarded.

The study also found that there are no assigned formal reporting roles, no risk assessments undertaken, and no written procedure for emergencies. It can be concluded that there could be a lack of knowledge or the library management felt that it was unnecessary for such a structure to be formed. Cowan (2013: 12) suggests that the LSM team members should have the necessary experience and knowledge about collection security systems and do risk assessments in order to identify risk/s at various levels within the library setting so that security planning is prioritized.

Not having a LSMT in place has a severe negative impact on management and operation of collection security management because the responsibility of collection security management is left with everybody as there is no structure in place. Furthermore, having no LSTM in place means the collection is at risk.

Municipality	Responses	No. of respondents	Percentage (%)
Municipality A	<ul style="list-style-type: none"> • No LSM team formulated. • No assigned reporting roles • No risk assessment undertaken. • No written procedure for emergencies 	9	100%
Municipality B	<ul style="list-style-type: none"> • No LSM team formulated. • No assigned reporting roles • No risk assessment undertaken. 	10	100%

	<ul style="list-style-type: none"> • No written procedure for emergencies 		
Municipality C	<ul style="list-style-type: none"> • No LSM team formulated. • No assigned reporting roles • No risk assessment undertaken. • No written procedure for emergencies 	10	100%
Municipality D	<ul style="list-style-type: none"> • No LSM team formulated. • No assigned reporting roles • No risk assessment undertaken. • No written procedure for emergencies 	1	100%

Table 4.7: Library Security Management Team (N=30)

4.3.11. Knowledge of collection security management systems issues

The results in Figure 4.4 below indicated that there is insufficient knowledge of collection security management system issues as ten (10) 33% have knowledge and 20 (67%) do not have knowledge. With regards to these results, it can be concluded that most participants did not have knowledge on collection security management system issues. A probable reason for not having knowledge could be that library staff members have not been trained on collection security management. This result speaks to the objective of determining whether there is sufficient knowledge of collection security management systems. This section concludes that the staff lack knowledge when it comes to collection security management systems. Although awareness is an invisible component, it can be shown through views, such as staff members' attitudes toward the significance of security procedures and policies, their awareness of security breaches, and the implementations' limitations (Lowry and Goetsh 2017: 21).

Lack of knowledge of collection security impacts negatively on the safety of the collection because this means that the staff was not provided with the information and tools to respond to a variety of situations and are not able to act when called upon to do so.

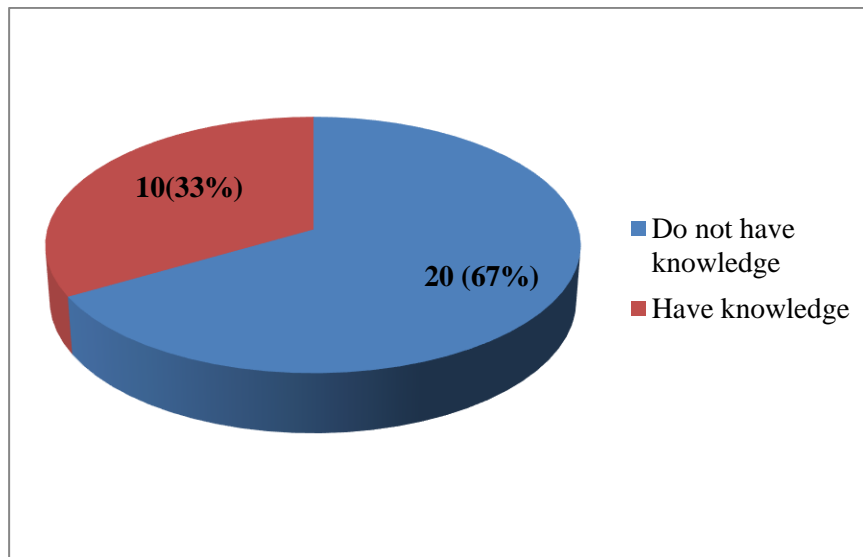


Figure 4.4: Knowledge on collection security management systems issues (N=30)

4.3.12. Reports on security breach incidences.

Thirty 30 (100%) participants in Table 4.8 received reports on security breaches such as theft, purposive miss-shelving of the library collection, using another library user's card, tags removal on library collection, bypassing the system, and tearing of pages on library collection.

The study aimed to determine the security breach incidents that are reported. Authors like Urhiewhu, Emojorho and Omah (2018: 10) observed that security measures would be ineffective if those in organisations do not show interest in implementing the security processes.

Based on these findings, it can be concluded that all public libraries at South Coast region in KZN are facing the same security breach incidents as illustrated in Table 4.8. Reasons for this could be that participants are using similar systems and serving different communities with the same behaviour towards the public library environment.

Having many reports on security breach incidents mean that the collection is at risk, but it is good that they are reported because this means that records are made, lessons are learnt, and the management can determine the appropriate actions to be taken to address the problem.

Responses	No. of respondents	Percentage (%)
Stealing of library collection	30	100%

Purposive miss shelving library collection	30	100%
Using another library user's card	30	100%
Tags removal on library collection	30	100%
Bypassing the system	30	100%
Tearing of pages on library collection	30	100%

Table 4.8: Reports on security breach incidents (N=30)

4.3.13. Training and procedures on collection security management systems

Thirty, 30 (100%) participants in Figure 4.9 confirmed that there was no formal training being offered to the staff on collection security management systems. The participants were further asked whether their libraries have written procedures related to the protection of collections formulated and all 30 (100%) indicated that there was no written procedure in place related to protection of collections.

Based on the results, it can be concluded that that there was no formal training being offered to the staff on collection security management systems and there was no written procedure related to the protection of collections. A reason for these findings could be the lack of funds or the library management not regarding security of library collection as being important. The aim of this section was to determine if the participants were offered any training on collection security and if there were any written procedures related to protection of collection. According to Saffady (2015:151), training programmes, retraining, and awareness of policies and procedures on collection security management processes should be made available to library workers. This calls for formalising security awareness in organisational policies and practises and disseminating it to each employee who works with information resources.

Not having training and knowledge of procedures on collection security management has a negative impact on safeguarding the library collection because this means that the staff does not know how to protect the library collection.

Collection security	Responses	No. of respondents	Percentage %
Formal training on collection security	No	30	100%
Written procedures related to protection of collection	No	30	100%

Table 4.9: Training and procedures on collection security management systems (N=30)

4.3.14. Back-up of lost library collection

Thirty, 30 (100 %) participants as illustrated in Table 4.10 used inter-branch loans and special requests as part of backing up lost library collections while 10 (33%) participants stated they buy/replace items lost. It can therefore be concluded that a majority of public libraries in South Coast region in KZN do inter-branch loans and do special requests to back up lost library collection. A possible reason could be the lack of funds to buy new copies of lost library collections. The study by Onanuga, Amuda, and Ilori (2022: 4) established that inter-branch loan services were provided to library users in order to bridge an absence of library materials.

Back-up of lost collections helps to ensure that library users get what they are looking for in the library. Not having back-up of lost library collections means that the books the library lost are not replaced therefore resulting in library users losing hope in library services, the decrease in circulation statistic, as well as a reduction in membership.

Responses	No. of respondents	Percentage %
Do inter-branch loan	30	100%
Do special requests	30	100%
Buy new collection/replacements if it is in demand and still available from vendors or publishers	10	33%

Table 4.10: Back-up of lost library collection (N=30)

4.3.15. Acknowledgement of responsibility for collection security

According to Table 4.11, participants acknowledge the responsibility for collection security. The participants were further asked if they are aware of collection security systems' weaknesses. All 30 (100 %) participants acknowledged the responsibility and that there were security weaknesses.

Based on these findings, it can be concluded that even though there is no LSMT, no reporting structure, no assigned roles and no collection security policies written, staff from public libraries at South Coast region acknowledge the responsibility of collection security and they were aware of security weakness. A probable reason for this could be that these participants take care of their library collection, hence they took responsibility for it and were aware of collection security systems' weaknesses such as taking long to have security systems repaired or not repairing systems at all because there is no budget to fix it, power outages, bypassing of the systems and removal of tags from the books. Kumar (2019: 160) recommends that any library staff responsible for library security systems should be trained and prepared for any type of emergency/problem that has to do with library security system.

Even though this study revealed in Table 4.9 that there was no training offered to the library staff on collection security, the staff acknowledges the responsibility for collection security, and they were aware of collection security systems' weaknesses. This is very important in ensuring the safety of library collection and keeping library users satisfied.

Collection security	Responses	No. of respondents	Percentage %
Acknowledgement of responsibility for collection security	Yes	30	100%
Awareness of collection security weakness	Yes	30	100%

Table 4.11: Acknowledgement of responsibility for collection security (N=30)

4.3.16. Collection acquisition and circulation

According to Table 4.12, 100% of participants indicated that collections acquired by the public libraries are recorded on the library system, inventory was regularly conducted to identify lost collection, and circulation of library collection was monitored to identify delinquent borrowers to adhere to the

replacement procedure of the lost collection which was set by the KZN Provincial Library Services. It can be concluded that all public libraries at South Coast region in KZN record all library collections on the library system, conduct regular inventory checks to identify lost items and monitor the collection to identify delinquent borrowers and adhere to the replacement procedure set by the KZN Provincial Library Services. A probable reason for recording all library collections on the library system could be that these libraries want to be able to identify lost items and monitor the collection to identify delinquent borrowers. Similarly, Kumar (2019: 156) discussed RFID as a library security system that performs functions such as charging, discharging, tracking, stock verification, and sorting out the reading material.

Acquisition and collection development are one of the most important functions of any library. Once the orders have been received, the library records them down to keep the records of holdings in possession of the library. Having the records helps the staff to be aware of the total library collections.

Responses	No. of respondents	Percentage %
Collection acquired by the library are recorded on the library system	30	100%
Regular inventory is conducted to identify lost collection	30	100%
Monitor circulation to identify delinquent borrowers and adheres the replacement procedure which is set by KZN provincial library services.	30	100%

Table 4.12: Collection acquisition and circulation (N=30)

4.3.17. Special collections

Table 4.13 illustrates that (100%) of participants indicated that special collections were kept separately with controlled access. Participants further mentioned the rules regarding access, use and treatment, and storage of special collection: only one library member had access to special collection and membership cards must be produced, the loan period was shorter than that of the normal collection, special collections were kept separately, and it is not treated as normal collection.

The participants, also revealed that there was no preservation policy for special collections, staff members were adequate to monitor special collections and the libraries at South Coast region do not keep rare collections. It can be highlighted that even though public libraries at South Coast region in KZN kept their special collections separately with controlled access and had adequate staff members to monitor this collection, there was no preservation policy available specifically for special collections. A possible reason for this could be that these libraries use one or the same preservation policy for general library collection. Swartzburg, Bussey and Garretson (2018: 121) discovered that the special collections involve preserving and conserving collections, controlling and monitoring access, proper inspection of the collection before and after use and providing insurance coverage for valuable collections.

Controlled access to special collection and preservation is important because special collection is a group of items that are valuable and irreplaceable.

Responses	No. of respondents	Percentage %
Special collection is kept separately with a controlled access.	30	100%
No preservation policy specifically for special collection available	30	100%
Staff is adequate to monitor special collection	30	100%
No rare collection is kept at the library	30	100%

Table 4.13: Special collection (N=30)

4.3.18. Protection of library collection from natural disasters

As can be seen in Figure 4.5, thirty (30) participants (100%) indicated that the library collection was properly stored, and that the library temperature was controlled. Twenty-one, 21 (70%) indicated that library fumigation had never been done, and 9 (30%) indicated that the fumigation was done annually. A probable reason for not having fumigation done could be the limitation of funds or the ignorance of the library management. It was recommended by Chiderah and Chinasa (2021: 2) that written disaster preparedness plans for librarians should be available; disaster preparedness measures like water sprinklers, smoke detectors, break glass alarm, etc. should be mounted; and library staff should be

involved in the disaster management of the library. Protection of the library collection is very important to prolong the life span of the library collection and to satisfy user's information needs. The study found that the collections are properly stored, and temperature is controlled but fumigation had never been done in most of the libraries in the region, which put the collection at risk of being affected by insects.

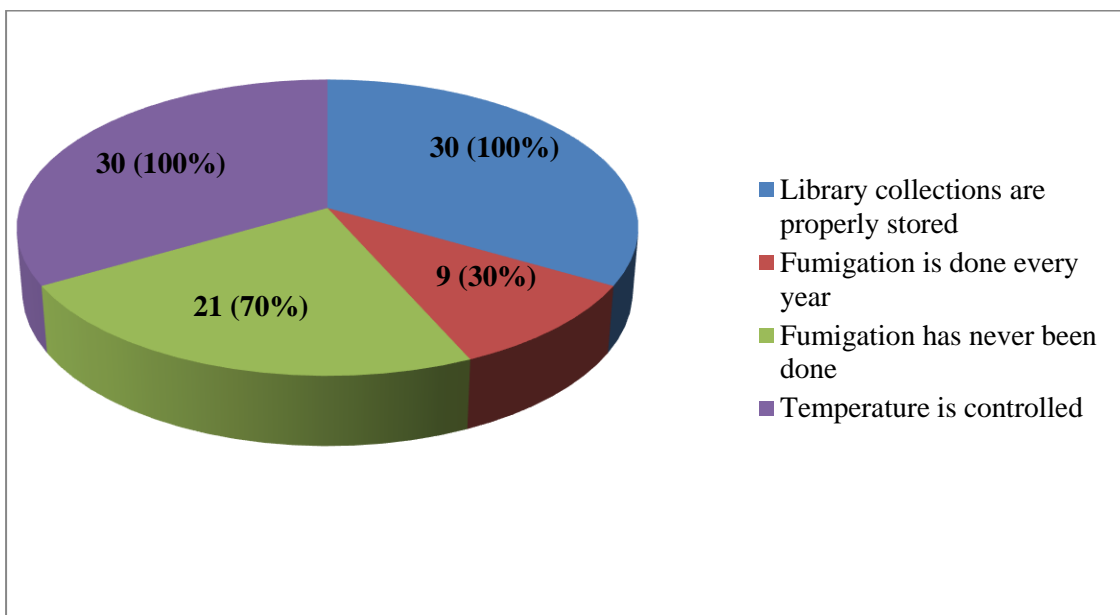


Figure 4.5: Protection of library collection from natural disasters (N=30)

4.3.19. Technical and cataloguing processing

According to Table 4.14, 100% of the participants indicated that they document all library collections purchased. Participants were further asked to indicate if they keep enough tags/magnetic strips to detect unauthorised removal of collection and if there were any written policies regarding collection processing time of all collection acquired by the library. The results show that (100%) participants do not have adequate tags/magnetic strips to detect unauthorised removal of library collections and it also revealed that there are no written policies regarding library collections processing time.

It can be concluded by the study that all collections purchased are documented, libraries do not have enough tags/magnetic strips to detect unauthorised removal of collections and there are no written policies regarding collection/materials processing time of all collection acquired by the library.

A probable reason for not having enough tags/magnetic strips could be the lack of funds as indicated in Table 4.2. The respondents further mentioned that there was no budget specifically allocated for collection security. A second reason for not having written policies in place regarding collection processing time could be that the processing section (a section where library collection is processed) was separated from the library, librarians might not be aware if the preparation section had a written policy

regarding collection processing time, when the library is separated from preparation section. The cataloguing and technical department processes and documents collections on the library's catalogue in system, according to Brown and Patkus (2007) and Omoniyi (2001). It also verifies ownership of circulated items and attaches identification marks to establish ownership. It also makes sure that the status of unprocessed items is reported and access to them is controlled.

Cataloguing aids in making library resources accessible. Access to all sources of information on a topic by an author is made available to library users and staff when library materials are catalogued meticulously and completely. The more easily accessible the collection is, the more frequently it is used, and the happier library users are with their information-seeking experiences.

Responses	No. of respondents	Percentage (%)
Have their material purchased are documented	30	100%
No enough tags/magnetic strips to detect unauthorised removal of collection	30	100%
No written policies regarding collection/materials processing time of all collections acquired by the library	30	100%

Table 4.14: Technical and cataloguing processing (N=30)

4.3.20. Library staff on collection security management systems

According to findings presented in Table 4.15, it was confirmed by (100%) of the participants that there was no collection security policy in place, participants get training to handle delinquent borrowers and there is no training provided on how to monitor security breaches. There is also no training provided on how to record security breaches. Twenty-one, 21 (70%) participants made it clear that there are signs visible for both print and electronic informing about collection security; 9 (30%) participants confirmed that there are no signs informing about collection security; and one hundred percent (100%) of the participants indicated that there was no collection security policy. Based on the findings, it could be concluded that the public libraries have no policy; no training on monitoring but only on handling delinquent borrowers; no training on how to record security breaches; and no signs informing about collection security electronic collection. However, there are both print and electronic signs providing information on collection security. A probable reason for these results could be the ignorance of library

management when it comes to staff support on collection security management systems, as well as a lack of knowledge and limited funds.

The institution's policies and procedures should be governed by a library emergency or disaster plan in the case of a war, terrorist attack, criminal activity, natural disaster, building fire, significant medical emergency, or discharge of hazardous chemicals and gases. Librarians and archivists must take part in the process of creating a manual of procedures to foresee all these hazards to the entire institution (for example, a university campus in the case of an academic library). Meanwhile, Adekunle, Adekunjo and Unuabor (2018: 124) recommended that there should be policy formulation that will guide against every form of theft and vandalism.

Responses	No. of respondents	Percentage (%)
No collection security policy in place	30	100%
Got training on handling delinquent borrowers	30	100%
No training provided on how to monitor security breaches	30	100%
No training provided on how to record security breaches	30	100%
Have signs of both print and electronic informing about collection security	21	70%
No signs informing about collection security	9	30%

Table 4.15: Library staff on collection security management systems (N=30)

4.3.21. Physical and technology practices on collection security management systems

Table 4.16 indicates that (100%) of participants used the following preventative measures to protect their collection: burglars bars were installed as a preventative measure; 9 (30%) participants indicated that they do not allow bags inside the library; 7 (23%) mentioned that the staff were vigilant; and 19 (63%) participants used electronic gates such as RFID and 3M system as preventative measures. One hundred percent (100%) of the participants indicated that they used passwords to access to OPAC, PC/internet

and further used the cyber zone stats register for those that want to use internet. It could be concluded that public libraries at South Coast region in KZN have preventative measures in place which include not allowing bags inside the library, staff being vigilant, burglar guards are installed and the use of electronic gate. Lastly, they control access to OPAC and PC/internet by means of login passwords and cyber zone stats register. Probable reasons for these results could be that library staff and management take care of the library building and they have expert ICT personnel to provide maximum security and advice on ICT. Kumar (2019: 158) suggests that security guards should be available twenty-four seven as a physical security measure in the libraries.

	Responses	No. of respondents	Percentage (%)
Preventative measures	Not allowing bags inside	9	30%
	Staff being vigilant	7	23%
	Installation of burglar guards	30	100%
	Use of electronic gate	19	63%
Access to OPAC and PC/internet	Login passwords and cyber zone stats register are used	30	100%

Table 4.16: Physical and technology practices on collection security management systems (N=30)

4.3.22. Funding for collection security management systems

As illustrated in Table 4.17, 100% of participants highlighted that there was no specific budget for collection security. The participants further confirmed that the KZN Department of Arts and Culture is an external funder for their collection security management systems. It can be concluded that public libraries in this region are under financial pressure. More funds are needed for collection security in libraries at South Coast region. The reason for not having a specific budget allocated for collection security could be that libraries are not taken seriously as they are an unfunded mandate and do not produce any revenues. Kumar (2019: 160) articulated that if parent organisation provides enough budget/funds to the library then the librarian in charge can be able to install and maintain library security system/s.

Responses	No. of respondents	Percentage %
There is no specific budget allocated for collection security management systems and the only external funder is KZN Department of Arts and Culture.	30	100%

Table 4.17: Funding for collection security management systems (N=30)

4.3.23. General comments on collection security management systems

As shown in Table 4.18, nine (9) % prefer to have electronic gates being installed in their libraries, thirty (30) 100% would like to see budget allocated for collection security and nineteen (19) % would like the management to act quickly when a faulty electronic security system is reported. By looking at these comments, it can be concluded that librarians regard the security of collection as important and wanted more done to ensure collection security. A possible reason for these results could be that senior library management in municipalities who participated in the study do not take the security of the collection seriously.

Comments	No. of respondents	Percentage (%)
We would like to have electronic gate in their libraries to safeguard the library collection	9	30%
We would like to have budget on collection management security systems	30	100%
We need formal training on collection security and dealing with security breaches	30	100%
We would like to have electronic security system fixed quickly when faulty	19	63%

Table 4.18: General comments on collection security management systems (N=30)

4.3.24 Summary

Chapter 4 presented the findings of the study which were based on the collected data from face-to-face interviews. These findings covered various aspects of collection security management systems and ensured that themes based on the objectives of the study were covered. These themes included the current collection security management systems used, the effectiveness of collection security management systems used, and challenges faced regarding the collection security management systems they used. The next chapter (Chapter Five) discusses the main findings of the study.

CHAPTER FIVE: CONCLUSIONS AND RECOMMENDATIONS OF THE STUDY

5.1. Introduction

The previous chapter presented the findings of the survey on the collection security systems used by public libraries at South Coast region in KZN. This chapter presents the findings of this study achieved by the researcher through the semi-structured face-to-face interviews. The aim of this study was to survey the collection security systems used by public libraries at South Coast region in KZN with the following objectives:

5.2. Objectives of the study

- To identify the current collection security management systems used by public libraries at the South Coast region in KwaZulu-Natal,
- To determine the effectiveness of collection security management systems used at the South Coast region public libraries in KwaZulu-Natal,
- To identify any challenges faced by librarians at South Coast region public libraries in KwaZulu-Natal regarding the collection security management systems they use.

5.3. Discussion of the critical questions

This study generated the following critical questions to meet the above-mentioned objectives:

- What are the current collection security management systems used by public libraries at South Coast region in KwaZulu-Natal?
- How effective are the collection security management systems used at South Coast region public libraries in KwaZulu-Natal? and
- Are there any challenges faced by librarians at South Coast region public libraries in KwaZulu-Natal regarding the collection security management systems they use?

5.3.1 What are the current collection security management systems used by public libraries at South Coast region in KwaZulu-Natal?

The first research question sought to identify the current collection security management systems used in the public libraries investigated. The study revealed that the public libraries surveyed have one form of electronic security system or the other. Popularly used electronic collection security systems were RFID (radio frequency identification systems), 11 (37%), and closed-circuit television cameras (CCTV), 11 (37%). 3M systems, alarm and bypass systems were also used but at a small-scale. Finally, findings

depicted that various forms of electronic security systems were implemented in the public libraries investigated in order to curb theft. In some instances, libraries used more than one collection security system, for example 11 participants used RFID also used CCTV and alarm system and the 7 participants that used 3M system also used the alarm system and RFID. Jeyasekar and Aishwarya (2020:17) opined that security lighting, duress alarms, closed circuit televisions, and RFID are a few well-known security measures. RFID, the latest development, is being used in many libraries.

This study also revealed that 6 (20%) participants do not have any electronic collection security system installed in their libraries but use traditional ways of safeguarding library collection. In his study, Akapokwasili (2018:130) came to the conclusion that, among other things, it is advised that government and concerned authorities adopt and make information and communication technologies available as a way to reduce library crimes since the conventional methods appear to be falling short of the security expectations. The study revealed that the reasons for not having electronic security systems installed is that there is no specific budget allocated for collection security systems and there is only one funder of libraries.

The electronic collection security systems play a huge role in libraries to limit loss and unlawful access to library collection, and the library collection needs to be protected in order to meet the information needs of the community (Yamson and Cabblah 2018: 392). Hence, Botez and Rapanovici (2017: 11) advises the implementation of collection security systems in libraries to increase security because without sufficient library collection security library services cannot be accomplished.

Library managers should motivate for a collection security budget to be made available in libraries to safeguard library collection. Not having collection security in place puts library collection at risk especially now that books are regarded as assets.

5.3.2. How effective are the collection security management systems used by public libraries at South Coast region in KwaZulu-Natal?

The second research question sought to find out the effectiveness of collection security management systems. This study proved that their collection security management systems are effective although there are challenges. According to Rajendran (2017: 14), electronic security systems are tools used with electrical equipment to secure library contents. They also enable libraries in maintaining control over, minimising, or preventing theft and unethical losses of library assets. According to Osayande (2019: 21) a security system's purpose should be to create safe and secure surroundings for library staff, resources, and customers. He added that it is also crucial to make sure that security procedures are carried out as smoothly as possible, without obstructing the library's goal of creating a welcoming environment.

Osayande (2019: 1) in his study recommended that libraries in general should enhance and encourage the maintenance of the Electronic Security Systems (ESS) regularly to be effective. Ali (2016: 4) highlighted that an effective technological security system minimizes loss and provides relief for librarians from audit issues and financial penalties. The collection security systems used in libraries to curb theft should be effective especially because books are expensive and losing the books affect the library services.

5.3.3. Are there any challenges faced by librarian at South Coast region public libraries in KwaZulu-Natal regarding the collection security management systems they use?

Although this study found that the collection security management systems used in the region are effective the study also ascertained in section 4.3.4 that all 30 (100%) participants are faced with challenges. The reason for this could be the fact that the collection security systems they installed brought about decrease in theft of library materials and are effective when compared with the traditional ways of manually checking patrons' bags which were inefficient and not user friendly.

Yamson and Cobblah (2018: 1) assert that due to the absence of a properly written collection security policy, the issue of collection security management frequently presents a significant challenge to many libraries, particularly public libraries. The primary issue that public libraries have faced, according to Gupta and Madhusudan (2018: 1), is how to secure the priceless resources they have amassed through time. All across the world, libraries frequently experience resource loss, although it seems to be more severe in public libraries. Lack of security systems in public libraries results in patrons being unable to locate information materials they desire. Librarians therefore need to ensure a high degree of security of library resources. Consequently, the researcher asked the respondents if they are faced with challenges in their libraries regarding the collection security management systems they use.

5.3.3.1. Identified challenges faced by the libraries regarding the collection security management systems

The study identified challenges such as that 19 (64%) participants mentioned that there are power outages. As stated by Ferdinand, Patric and Mneka (2016: 53), these telecommunication security systems or devices require electricity to operate, and because of the weak power supply, they frequently fail to do so, rendering them unable to carry out their intended function of protecting the library and its collection. Nineteen (64%) participants indicated that the electric gate takes time to be repaired when it is dysfunctional, 19 (64%) participants said that people remove security tags on library materials, 19 (64%) participants sated that there is no quick response when alarm sounds, and 19 (64%) participants responded that people could bypass the system. Salaam and Onifade (2010: 146) observed that “stealing

of library materials has been an age-long problem of libraries. Nineteen 19 (64%) participants replied that some books are not tagged with security tape. Lastly 11 (37%) participants said that there is a need for electronic collection security system/s such as RFID to be installed. However, Ezeabasili (2018: 4) in his study stated that studies have shown that even in libraries where electronic security systems are being installed, security threat to information resources is still on the increase. This study also revealed in section 4.3.8 that it takes too long to repair dysfunctional systems or systems are not serviced at all. It was also indicated in section 4.3.5 that these collection security management systems had never been serviced since their installation through negligence of the library management and a lack of finances. Not repairing collection security systems in time raises concerns about the safety of library materials, it actually puts collections at risk. Robert and Pearson (2018:92) opined that the electronic security system functions poorly if poorly maintained or poorly installed.

5.4. Recommendations of the study

Based on the above discussions this study makes the following recommendations:

5.4.1. Service not done regularly on collection security management systems.

In Figure 4.2, 10 (53%) participants confirmed that their collection security management systems get serviced yearly, and 8 (42%) respondents highlighted that their collection security management systems had never been serviced since its installation. Based on these findings, it can be concluded that the majority of respondents are dissatisfied that the collection security systems installed in their libraries do not get serviced regularly or at all. Kumar (2019: 159) opined that every librarian must ensure the proper maintenance and periodic service of library security systems. It could be concluded that a lack of system maintenance is a major culprit - a security system needs regular maintenance to make sure it functions optimally. It is very important for collection security systems to be serviced regularly because not doing so could lead to the system not functioning properly. This can be achieved by making sure that collection security is taken seriously by the management and the signing of after sale service agreements between the library managers and the service providers, especially to those libraries that have not received service since their electronic security systems were installed.

5.4.2. Waiting too long for faulty collection security management system to get repaired

In the findings of this study, 11 (57%) participants stated that their libraries did not get their collection security management systems repaired when it was dysfunctional. Robert and Pearson (2017:92) opined that the electronic security system functions poorly if it poorly maintained or poorly installed. Taking too long to repair dysfunctional systems raises concern about the safety of library materials. It is important for libraries to ensure that there is a rapid response to get the system repaired when it is dysfunctional by

making sure that after service agreement is signed by library management for the collection to be safeguarded.

5.4.3. No Library Security Management Team (LSMT) formulated.

The study ascertained that all (30) 100% of the public libraries under the municipalities in the South Coast region do not have LSM team formulated. Library management should be knowledgeable about the importance of having a Library Security Management Team. The Library Security Management Team is formed through the relevant departments and has a responsibility of formulating and putting security programmes into operation to ensure that library materials are safeguarded. Not having a LSMT in place has a severe negative impact on the management and the operation of collection security management because the responsibility of collection security management is left with anybody. No LSTM in place means the collection is at risk. Cowan (2013: 12) suggests that the LSM team members should have the necessary experience and knowledge about collection security systems and do risk assessment in order to identify risk/s at various levels within the library setting so that security planning is prioritized. It is recommended that LSMT is formed. Ideally senior personnel should chair the Library Security Management (LSM) team with members from the municipality's security department. The LSM team members should have the necessary experience and knowledge about collection security issues and management so that they can command authority to manage and ensure collection security compliance.

5.4.4. Lack of knowledge on collection security management systems

The results in section 4.3.11 Figure 4.4 indicated that there is not enough knowledge on collection security management system issues. Having knowledge on collection security management systems issues is very important. This can be achieved through training of the library staff members and having written procedures related to protection of collection. Although awareness is an invisible component, it can be shown through views, such as staff members' attitudes toward the significance of security procedures and policies, their awareness of security breaches, and the implementations' limitations (Lowry and Goetsh 2017: 21). Lack of collection security expertise has a detrimental impact on collection safety because it prevents personnel from having the knowledge and resources necessary to respond to a range of circumstances and take action when necessary.

5.4.5. No training provided on collection security management systems

All 30 (100%) participants in section 4.3.13 of this study confirmed that there was no formal training being offered to the staff on how to monitor and record security breaches. Staff members must be able to recognize, look into, evaluate the danger of, and document any breaches. It is necessary to have the right

training in place so that employees can recognize a security issue and report it as soon as possible to the proper person or team to ascertain whether a breach has happened (Ayoun and Boatal 2014:56).

Funds need to be made available for providing training to all staff members regarding collection security management systems. The library management need to care about the security of library collection. Saffady (2015:151) suggests that library staff should be offered training programmes, retrained and made aware of policies and procedures on collection security management processes. This should include security awareness being formalised in organisational policy and procedures and communicated to every employee who works with information resources. Not having training and knowledge of procedures on collection security management has a negative impact on safeguarding library collection because this means that the staff does not know how to protect library collection. It is recommended that in-house training and workshops for library staff on the use of library security devices in order to enhance proper service delivery is necessary. The library management should seek for external funding to augment their already limited funding from the provincial department of Sport Arts and Culture. Such funds would help in training staff and maintenance of electronic security systems.

5.4.6. No fumigation done to protect library collection from being affected by insects

Results in Figure 4.5 revealed that 9 (30%) participants had never done fumigation in their libraries. Fumigation needs to be done regularly at least once a year. According to Lobo, and Tikam (2021:124), Fumigation is widely used for getting rid of pests. This treatment makes use of chemicals. However, if repeated applications are not made, the insects and pests tend to breed again. Protection of library collection is very important to prolong the life span of the library collection and to satisfy user's information needs. Not having fumigation done put the collection at risk of being affected by insects. This can be achieved by ensuring that adequate funds are made available through the annual budgetary provisions.

5.4.7. Inadequate tags

Section 4.3.19 indicated that all 30 (100 %) participants confirmed that they do not have enough tags/magnetic strips to detect unauthorised removal of library collection. Having enough tags is important to protect library collection from being removed from the library illegally. The library management need to make funds available in order to buy enough tags for all library books.

5.4.8. No collection security policy in place

According to findings presented in Table 4.15, it was confirmed by 30 (100%) participants that there was no collection security policy in place. A security policy refers to clear comprehensive, and well-defined, rules and practices that regulate access to an organization's system and the information included in it. Good policy protects the systems and the individual employees and organization. It also serves as a prominent statement to the outside world about the organization's commitment to security (National Center for Education Statistics, 2013:124).

Collection security policy outlines the strategic framework for managing the libraries' response to threats to collections security. It covers all collections irrespective of collection type. Having written policy on collection security management in place is very important for the staff to be made aware of policies and procedures on collection security management. It is essential that libraries develop collection security policies to govern the handling of their collection. This include security awareness being formalized in the institution's policy and procedures and communicated to every staff member. Library management committee should approve policies and procedures. The policy should include the following: the name of the library, short description, date modified purpose, scope, and security contact information.

5.4.9. Lack of funding for collection security management systems

All 30 (100%) participants in this study highlighted that there was no specific budget for collection security. They further confirmed that the KZN Department of Arts and Culture is an external funder for their collection security management systems. There is a need for the public libraries in this region to consider alternative financial resources to supplement that received from provincial government. Libraries need to get the support of management in their attempts at enforcing security management protocol. Kumar (2019: 160) articulated that if parent organisations provide enough budget/funds to the library, then the librarian in charge can be able to install and maintain library security system/s. Library management should seek for external funding to supplement to their already limited funding from the provincial department of Sport, Arts and Culture. Such funds would help in training staff and maintenance of electronic security systems.

Conclusion

From the findings, it was evident that libraries investigated had different forms of collection security management systems they use in the public libraries use to prevent collections from being stolen. Security systems installed are not fixed when broken. There is no funding to security issues. It was also evident that the traditional (manual) methods of safeguarding library materials have not been able to curb this menace, hence, the introduction and the implementation/installation of modern technologies (electronic security systems).

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Appendix A



LETTER OF INFORMATION

Title of the Research Study: Collection security management systems used by public libraries at South Coast region in KwaZulu-Natal.

Principal Investigator/s/researcher: Sydney Mmeli Ngidi

Qualifications: Bachelor of Technology (B-Tech) Degree in Library and Information Studies and National Diploma (N Dip.) in Library and Information Studies.

Co-Investigator/s/supervisor/s: Dr. Naresh Ramnarain Sentoo (Supervisor)

Qualifications: PhD in Library and Information science.

Brief Introduction and Purpose of the Study: This study will survey the collection security management systems used by public libraries at the South Coast region. The main purpose of this study is to find out about collection security systems used in the South Coast region, the effectiveness of the collection security management systems and if there are challenges with the collection security systems they use.

I would like to invite you to participate in the research. Research is systematic search or enquiry for generalized new knowledge.

Outline of the Procedures: Participant is kindly requested to participate in the interview process of the study. This process will take approximately twenty (20) minutes and the participant is expected to voluntarily participate individually in this study.

Risks or Discomforts to the Participant: This study does not have foreseeable risk discomfort to participants.

He/she may be withdrawing from the Study: There will be no adverse consequences for the participants should they choose to withdraw.

Benefits: This study will be of benefit to LIS sector, which includes LIS staff, LIS institutions (such as municipalities involved, the Kwazulu-Natal Department of Arts and Culture and other institutions that are using security systems to manage their collections). An article and journals will be published from this research project and the researcher will do presentation/s on thesis and also present on conferences.

Remuneration: The participant will not receive any monetary or other types of remuneration.

Costs of the Study: The participant is not expected to cover any costs towards the study.

Confidentiality: The participant will not provide his/her name during the interview process and audio recordings will be kept in a locked facility by the researcher.

Results: Dissemination of the results of the research will be done through issuing of letter of thanks to the participants. An article and journals will be published from this research project and the researcher will do presentation/s on thesis and also present on conferences.

Research-related Injury: In case of a research-related injury or adverse reaction of the participant there will be no any compensation.

Storage of all electronic and hard copies including tape recordings: Paper documents and other hard copy records will be housed in a durable container which will be clearly labelled with key information to identify them. The container will be stored in locked equipment. Electronic records will be protected with password and other electronic security measures. Access to the research records will be controlled to prevent unauthorized use. Duration of the storage will be five years from the completion of the project and will be destroyed after that period.

Persons to contact in the Event of Any Problems or Queries:(Supervisor and details) Please contact the researcher (Mr Sydney Mmeli Ngidi) on 0732775257, my supervisor (Dr Naresh Ramnarain Sentoo) on 031 3736808 or the Institutional Research Ethics Administrator on 031 373 2375. Complaints can be reported to the Director: Research and Postgraduate Support Dr L Linganiso on 031 373 2577 or researchdirector@dut.ac.za.

General:

A copy of the information letter should be issued to participants. The information letter and consent form must be translated and provided in the primary spoken language of the research population e.g. isiZulu.



CONSENT

Full Title of the Study: Collection security management systems used by public libraries at South Coast region in KwaZulu-Natal.

Names of Researcher/s: Sydney Mmeli Ngidi

Statement of Agreement to Participate in the Research Study:

I hereby confirm that I have been informed by the researcher, Sydney Mmeli Ngidi, about the nature, conduct, benefits and risks of this study - Research Ethics Clearance

Number: 2,

I have also received, read and understood the above written information (Participant Letter of Information) regarding the study.

I am aware that the results of the study, including personal details regarding my sex, age, date of birth, initials and diagnosis will be anonymously processed into a study report.

In view of the requirements of research, I agree that the data collected during this study can be processed in a computerized system by the researcher.

I may, at any stage, without prejudice, withdraw my consent and participation in the study.

I have had sufficient opportunity to ask questions and (of my own free will) declare myself prepared to participate in the study.

I understand that significant new findings developed during the course of this research which may relate to my participation will be made available to me.

Full Name of Participant Date Time Signature / Right

Thumbprint

I, Sydney Mmeli Ngidi, herewith confirm that the above participant has been fully Informed about the nature, conduct and risks of the above study.

Mr Sydney Mmeli Ngidi

Full Name of Researcher Date Signature

Full Name of Witness (If applicable) Date Signature

Full Name of Legal Guardian (If applicable) Date Signature

Appendix C

Interview questions

Collection security management systems

1. What is/are current collection security management system/s used by your library? E.g. CCTV, 3M security system, etc.
2. How effective is/are the collection security management system/s used at your library?
3. Are there any challenges faced by your library regarding the collection security management system/s you use? If yes, what are those challenges?
4. How often do you service the collection security management system/s? E.g. monthly, quarterly, half yearly, yearly, etc.
5. Where do you report faulty collection security management system/s?
6. What do you use when the collection security management system/s is/are faulty?
7. How long does it take to get the collection security management system/s fixed?
8. How do you know when the collection security management system is not working?

Library security management (LSM) team

9. Is there a library security management (LSM) team responsible for the safety and security of the library's collection?
10. Does this LSM team comprise staff from various units/sections of the library?
11. Does the LSM team formulate strategies for library and collection security?
12. Does the LSM team have clearly assigned reporting roles with regard to collection security compliance?
13. Do you think the LSM team members have the necessary knowledge about collection security issues? Explain.
14. Does this LSM team undertake risk assessments to ensure the security of library collection?
15. Is there a proper written procedure for emergencies (managers, staff knows what to do)?

16. Does the LSM receive regular and current reports on security breach incidences?

People awareness and training on collection security

17. Are there any organised training being offered to increase staff awareness on collections security?
18. Are there any written procedures related to protection of collection formulated by the various departments involved in the life cycle of library collections?
19. Does the library undertake backup of lost library material?
20. Do staff members acknowledge their awareness of responsibility for security?
21. Are the staff members aware of collection security weaknesses?

Collection acquisition and circulation

22. Are all materials acquired by the library recorded on the library system?
23. Is there a regular collection inventory that is conducted to ascertain total collection (lost, misplaced, theft, decayed, damaged items, etc.)?
24. Is the circulation monitored to identify delinquent borrowers?
25. What do you do with the lost library materials?

Security of special collections

26. Does your library have special collection? If yes, are there any rules regarding access to special collection indicated to staff and users?
27. Is there adequate staff placed to monitor the use of rare collections to prevent collection theft?
28. Does your library have a preservation policy on special collections?
29. Does the rare collections adequately protected from natural disaster (proper storage, fumigation, temperature control, etc.)?

Technical and cataloguing processing

30. Are all materials purchased documented in the library system to establish ownership?
31. Are there any written policies related to collection process time of all materials acquired by the library?
32. Are all collections marked with magnetic strips to detect unauthorised removal?

People issues on collection security

33. Are the library staff members at various levels aware of the contents of the library's collection security policy?
34. Are the staff members informed about the importance of collection security?
35. Does the library have the signs (both print and electronic) informing about collection security?
36. Are the signs easily seen by everyone inside the library premises?
37. Are the staff members trained to monitor collection security breaches on their own?
38. Are the library staff members trained to record all breach of collection security?
39. Are the library staff members trained to handle delinquent borrowers?

Physical & technology practices on collection security management systems

40. Where are collection security management systems placed in the library to prevent unauthorised removal of collections?
41. Are there any preventive measures put in place in your library to protect collections?
42. Are the OPAC stations, PC/Internet workstations protected from unauthorised access?

Funding for collection security management systems

43. Does your library have a specific budget for collection security measures? If yes, do you think this budget is enough?
44. Are there any external funders who support your library with funds for collection security measures? If yes, who are those?

General comments on collection security management systems

45. Please provide comment/s on collection security management systems if you have any.