

**INFORMATION MANAGEMENT AND THE CHALLENGE OF INSECURITY: THE LIBRARY PERSPECTIVE FROM BENUE STATE UNIVERSITY LIBRARY AND INFORMATION SERVICES, MAKURDI**

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**Abstract**

This paper sought to assess the library perspective from Benue State University library and information services on information management and the challenges of insecurity. This paper has four research purposes and four research questions. The research adopted a descriptive survey design. The area of the study is Benue State University Library and Information Service, Makurdi. The population of the study was 84 library staff of the library. The instrument used for this study was a structured questionnaire administered personally to the respondents by the researchers. Data collected was analysed using descriptive statistics. Finding of the study revealed that, Malicious or accidental actions from internal staff, viruses, phishing, hacking, denial of service attacks are causes of insecurity in information management. Strategies for enhancing security of information management in the library include taking precautions against theft, inventory control, marks of ownership, guarding against mutilation and vandalism, and protecting materials on exhibit. The study recommended that, all areas of information security risk must be assigned to specific personnel. If there is a public-use computer workstation, someone needs to be responsible for its security. It is also recommended that information security must occupy a non-zero amount of the personnel's time, allocation devoted to security might be appropriate for the person who manages a software loaning program in a library.

**Key words: Library, Information management, Insecurity, Library Perspective, Benue State University Library, Information Services.**

**Introduction**

Academic libraries are experiencing difficulties in managing information as they are required to meet the needs of people of varying degree of specialization and interests. Information management has been the issue of concern to library & information professionals

all over the world. People have adopted various approaches to the information management and there is often controversy and lack of proper orientation. Information management systems offer a framework within which to accomplish the management of data and information resources in an orderly and systematic fashion.

Insecurity is a critical issue that has hampered industrialization and sustainable development in Nigeria in particular and Africa at large. Insecurity in Nigeria manifests in form of state of fear, anxiety, restlessness, uncertainty, stemming from lackadaisical attitude of our disgruntled and greedy politicians. Nigeria which is perceived as the giant of Africa has witnessed an unprecedented incidences of insecurity ranging from the activities of Fulani Herdsmen; Boko Haram Insurgencies, Armed Robbery Attacks, kidnapping, political/religious crisis, murder, destruction of oil facilities by Niger Delta militants, Child Abduction/Trafficking etc. Other crimes committed by various sect include; destruction of vehicles; burning of churches, police stations, schools, hospitals, clinics, shops, military barracks and residential houses; abduction of expatriates (Okonkwo, Ndubuisi-Okolo, and Anagbogu, 2015). This is proven by the high rate of bombings and killings in Nigeria cum political and economic related assassinations as well as the politically influenced communal wars making the job of security agents in Nigeria porous and insignificant (Adagba, Ugwu, & Eme, 2012; Adeola, & Oluyemi, 2012).

Insecurity per se is a real menace to industrialization, healthy living, freedom of worship, national growth and sustainable development because businesses thrive tremendously in an atmosphere devoid of rancour, economic, social, religious and political quagmire. Insecurity in Nigeria has led to the destruction of lives, properties and equipments;

relocation and closing down of businesses, (Ali, 2013). Similarly, insecurity has threatened the desperate attempt to industrialize, the existing socio-cultural tranquility and sustainable development. Consequent upon this, the Global Peace Index (2012) rated Nigeria low as regards security matters.

In regards to this, information management in university libraries support the delivery of images, scholarly communication, sharing of information, services and collections to local and remote users, and this availability over the internet inevitably exposes the range of security threats. The information management is an asset for an organization when it is well managed and secured. Information security management encompass both technical and non-technical issues to safeguard organizational assets from a variety of threats. Information security rather includes issues such as information management, information privacy, and data integrity. In a library, it would also include personnel security and policies, steps taken for effective backups, and the physical integrity of computing facilities. This paper is designed to assess information management and the challenges of insecurity: the library perspective from Benue State University library and information services, Makurdi.

### **Research Questions**

The study is guided by the following research questions

- i. What are the principles of information management in Benue State University Library and Information Services, Makurdi?
- ii. What are the causes of insecurity in information management in Benue State University Library and Information Services, Makurdi?

- iii. What are the challenges associated with information management and insecurity using Benue State University Library and Information Services, Makurdi?
- iv. What are the strategies for enhancing information management in addressing challenge of insecurity through Benue State University Library and Information Services, Makurdi?

### Literature Review

Information management concerns a cycle of organizational activity: the acquisition of information from one or more sources, the custodianship and the distribution of that information to those who need it, and its ultimate disposal through archiving or deletion. (Hammer & Champy 2009). In the same vein, information management embraces all the generic concepts of management, including the planning, organizing, structuring, processing, controlling, evaluation and reporting of information activities, all of which is needed in order to meet the needs of those with organizational roles or functions that depend on information. These generic concepts allow the information to be presented to the audience or the correct group of people. After individuals are able to put that information to use, it then gains more value. Information management is closely related to, and overlaps with, the management of data, systems, technology, processes and – where the availability of information is critical to organizational success – strategy (Schwalbe 2013).

In addition, information management concerns the control over how information is created, acquired, organized, stored, distributed, and used as a means of promoting, efficient and effective information access, processing, and use by people and organizations (Detlor,

2010). The collection, organize as well as management of the information from one sources to others as well as arrangement of information from one or more people or employer called information management.

Newby (2014) postulated security measures on how library services can enhance security of information management in university libraries. These include the following:

**Taking precautions against theft:** Protecting the collection should include ensuring good security to prevent theft. This is especially a concern when libraries and archives must provide remote storage for overflow materials or special cold storage facilities for vulnerable materials such as microfilm, motion picture film, and film and color negatives.

**Inventory control:** The essence of theft prevention is inventory control and vigilance. If a library is uncertain about the types and quantities of materials it has in its possession, determining whether and when a theft has been committed will be almost impossible. If library materials are not clearly identified and described, proof of ownership will be difficult to establish even if stolen materials are discovered in someone's possession.

**Marks of ownership:** All library and archive materials should be clearly identified with a mark of ownership. This ownership mark not only identifies artifacts as the property of the library, but also discourages theft, especially if the mark is not readily removable. Indelible marks are especially important, since staff commit most thefts from rare book and manuscript collections. Marks of ownership should be made with a prominent and permanent ink stamp on an inseparable portion of the artifact. Generally the stamp should be small (no more than 2 centimeters), and the ink made from a nongreasy, nonoily substance. In books the mark is typically placed on the verso (back) of the title page. Bookplates, perforated stamps, and

pressure stamps can easily be removed and are not effective. The mark should clearly state the name and general address of the library owning the artifact.

**Accessibility and use:** Access to secure storage areas must be carefully monitored. Cleaning, maintenance, and janitorial staff should always be admitted in the company of a staff member, and unauthorized visitors should never be left alone in storage areas. Allowing a potential thief unsupervised access to library materials is potentially encouraging theft. In general, the more knowledgeable the visitor, the greater the risk to the collection.

**Guarding against mutilation and vandalism:** Whether a library uses open stacks (allowing readers direct access to the bookshelves) or closed stacks (requiring readers to locate a book in the catalog and rely on staff to retrieve it), staff need to observe readers from time to time to discourage deliberate mutilation or vandalism of library materials. Mutilation often takes the form of cutting out book leaves or illustration.

**Protecting materials in book drops:** Some libraries, especially those serving the general public, use book drops so that readers may return books when the library is closed. Using book drops is best avoided, but if the circumstances require it the following recommendations should be implemented. The drop should be a hinged slot in the wall or door of the building, to avoid the risk of damage that curbside book drops can suffer when struck by a motor vehicle or engulfed by a street flood.

**Protecting materials on exhibit:** Materials on exhibit are especially vulnerable to theft and mutilation. Exhibits featuring rare or other special materials can attract thieves or vandals.

Exhibit cases should be within a controlled area so that they are under surveillance, and safely secured when the control point is closed.

Controlling entrances and exits: Ideally, all bags and coats should be checked at the entrance to libraries, which should ensure that there are safe areas for storing them. And while it is acceptable for readers to bring laptop computers into a research area, all readers should understand that their computer case must be checked when they leave the area.

### Methodology

The research adopted a descriptive survey design. The area of the study is Benue State University Library and Information Service Makurdi. The population of the study was 84 library staff of Benue State University Library and Information Service Makurdi. The instrument used for this study was a structured questionnaire. The instrument was administered personally to the respondents by the researchers. In order to minimize loss of questionnaire, all completed copies of questionnaire were collected on the spot. Data collected was analyzed using descriptive statistics. Mean scores below 2.5 was rejected while mean scores of 2.5 and above was accepted.

### Results

Data collected from the respondents were presented in tables and was analyzed accordingly.

#### Research Questions 1:

What are the principles of information management?

S/No	Description	N	Mean	Std deviation	Decision
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1	Data or information should have its originality and be well protected.	84	2.53	.97	Agree
2	Data should be clear and unambiguous.	84	2.57	.96	Agree
3	Data should be stored in a secure location and be made available and accessible at all times	84	2.61	.40	Agree
4	Data or information should be shared, used and reused not undermining legal restrictions.	84	2.71	.98	Agree
5	Data or information should be protected from unauthorized access.	84	2.69	.94	Agree
6	Ensure information is timely, accurate, current and relevant.	84	2.89	.41	Agree
7	Avoid duplication of effort by reducing duplication of information to the barest minimum.	84	2.52	.44	Agree
8	Ensure access to information but take privacy into consideration.	84	2.52	.44	Agree

Result in table 1 revealed that all the items (1-8) in the table have their mean rating scores above 2.50. This implies that all the items are accepted as the principles of information management in Nigeria.

The study found that: data or information should have its originality and be well protected; data should be clear and unambiguous, data should be stored in a secure location and be made available and accessible at all times; data or information should be shared, used and reused not undermining legal restrictions; data or information should be protected from unauthorized access; ensure information is timely, accurate, current and relevant; avoid duplication of effort by reducing duplication of information to the barest minimum; and ensure access to information but take privacy into consideration principles of information management in entrepreneurship in Nigeria.



In line with this the respondents agree with Adams (2008) that information should have it originality and be well protected, data or information should have it originality and be well protected.

**Research Question two:** What are the causes of insecurity in information management in Benue State University Library and Information Services, Makurdi?

S/No	Description	N	Mean	Std deviation	Decision
1	Malicious or accidental actions from internal staff	84	2.72	.99	Agree
2	Viruses	84	2.66	.95	Agree
3	Phishing	84	2.99	.98	Agree
4	Hacking	84	2.73	.42	Agree
5	Denial of service attacks	84	2.93	.92	Agree

Result in table 2 revealed that all the items (1-5) in the table have their mean rating scores above 2.50. This implies that all the items are accepted as causes of insecurity in information management in Benue State University Library and Information Services, Makurdi. The study found that Malicious or accidental actions from internal staff, viruses, phishing, hacking, denial of service attacks are causes of insecurity in information management. The respondents agree with Nasil (2020) that hacking, viruses and actions of internal staff are causes of insecurity in information management.

**Research Question three:** What are the challenges associated with information management and insecurity using Benue State University Library and Information Services, Makurdi?

Table 3: Mean Responses on Challenges associated with information management and insecurity using Benue State University Library and Information Services, Makurdi

/No	Description	N	Mean	Std deviation	Decision
14	Lack of adequate resourcing or skill set,	84	2.53	.99	Agree
15	Lack of communication between the university library and her clients	84	2.57	.94	Agree
16	Managing exponentially multiplying	84	2.94	.97	Agree

	information.						
17	Managing Secure disposal of all information assets	84	2.68	.43		Agree	
18	Under-reporting.	84	2.59	.93		Agree	

Result in table 3 revealed that all the items (14-18) in the table have their mean rating scores above 2.50. This implies that the entire items are the challenges on information management in Benue State University Library and Information Services, Makurdi. The study found that, challenges on information management in Benue State University Library and Information Services, Makurdi are Lack of adequate resourcing or skill set, Lack of communication between the university library and her clients, Managing exponentially multiplying information, Managing Secure disposal of all information assets and Under-reporting.

This is in line with Nasil (2020) that lack of decision-making skill, lack of planning, unfair distribution of workload, are the challenges on information management.

**Research Question 4** What are the strategies for enhancing information management in addressing challenge of insecurity through Benue State University Library and Information Services, Makurdi?

Table 4: Mean Responses on Strategies for enhancing information management in addressing challenge of insecurity through Benue State University Library and Information Services, Makurdi

S/No	Description	N	Mean	Std deviation	Decision
19	Taking precautions against theft	84	2.52	.99	Agree
20	Inventory control.	84	2.56	.95	Agree
21	Marks of ownership.	84	2.95	.94	Agree
22	Guarding against mutilation and vandalism	84	2.72	.42	Agree
23	Protecting materials on exhibit.	84	2.87	.95	Agree

Result in table 4 revealed that all the items (19-23) in the table have their mean rating scores above 2.50. This implies that all the items are accepted as the strategies that will address the challenges of information management in Benue State University Library and Information Services, Makurdi for enhanced security. The strategies that library services enhance security of information management are taking precautions against theft, inventory control, marks of ownership, guarding against mutilation and vandalism, and protecting materials on exhibit.

The result agrees with Newby (2014) that strategies that library services enhance security of information management are taking precautions against theft, Inventory control, Marks of ownership, Guarding against mutilation and vandalism, Accessibility and use, Protecting materials in book drops, Controlling entrances and exits and Protecting materials on exhibit.

### **Recommendations**

The followings recommendations were made:

1. All areas of information security risk must be assigned to specific personnel. If there is a public-use computer workstation, someone needs to be responsible for its security.
2. Information security must occupy a non-zero amount of the personnel's time, allocation devoted to security might be appropriate for the person who manages a software loaning program in a library.
3. Personnel responsible for security must actively seek information related to their areas. Reading vendor news releases, subscribing to security-related electronic mailing lists, or seeking security-related training may be appropriate.

4. There is need to develop an access level hierarchy for personnel and ensure that people with access to potentially sensitive data or systems are known, and that their access level will periodically be reviewed.

### **Conclusion**

Managing information security is a hugely challenging task within an organization. The task is even more challenging when information security managers do not receive the necessary support from the organization's management to protect its assets from both internal and external attackers. These challenges necessitate the security managers to be unrelenting when enforcing the need to follow proper guidelines to secure organizational information security. The Librarians nowadays manage vast amount of digital information. Managing information in the libraries has become complex. Therefore Librarians are required to acquire and enhance the knowledge, professional and technical skills to manage the digital information effectively. The Libraries must get over from the concept of collection-centered services and move and focus on user-centered services by creating good relationships with patrons and adopt information management skills in order to provide sustainable Library and Information Services to contribute academic mission of the parent organization. The Library professionals must update information management skills and manage the information and sustain the library services over a period of time to realize this important goal of the institution.

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