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INVESTIGATING LIBRARY USERS PERCEPTION TO THE USE OF CCTV SURVEILLANCE

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ABSTRACT
A library is a collection of sources of information and similar resources, made accessible to a defined community for reference or borrowing. Seeing that a library is an important resource there is need to protect and preserve its content from theft, mutilation, destruction etc. and one way of achieving this is by monitoring its users with the hope of forestalling any of the above listed situations from occurring. This study basically researchers into the use of CCTV surveillance in ESPU Usen Library to monitor student users, at the end of the study questionnaires from the respondents are analyzed to get the perception of the users as regards the CCTV gadgets installed to monitor their activities. The results that ND 2 students are the most users, male respondents are 59 percent of total and the most users of the library fall between age brackets 16-25 years. And an average of 94 percent of library users is comfortable with the CCTV installation to monitor users acknowledging the fact that the library environment has become safer and conducive for learning.

KEYWORDS: CCTV; Library; Surveillance; Monitor

INTRODUCTION
Library is the heart of any academic institution as it provides its users with literature and information in the form of books, journals and other electronic media. Library is a ‘temple of learning’ which plays a tremendous role in the development of society. But it is a universal fact that libraries and their contents are not safe and secure (Kuma, 2014).

Akinfolarin (1992) observed that one of the serious issues that have bothered librarians from the earliest times to the present is how to ensure the security of library materials, especially against their theft and mutilation.

One way of securing materials in the library is by using CCTV or Video surveillance. Video surveillance is a technology system of surveillance by cameras, which can be set up and used by public authorities on public places for crime prevention and/or crime prosecution. It is a multifunctional technology, initially used to manage risk in cases of traffic jams, fire, accidents and crime (Hempel & Töpfer 2002).

In recent years, there has been a marked and sustained growth in the use of CCTV surveillance cameras in public places in many Western nations. (The Associated Press, 2007). Video surveillance is an ever-increasing issue in modern society. More and more security cameras and other surveillance technologies such as drones, biometric recording, facial recognition and even genetic profiling...
tools are becoming prevalent in our everyday lives (Randall & Newell, 2014).

Closed-circuit television (CCTV) surveillance cameras serve many functions and are used in both public and private settings. The prevention of personal and property crime is among the primary objectives in public space. As an intervention targeted at crime, CCTV is a type of situational crime prevention (Clarke, 1995).

OBJECTIVES AND METHODOLOGY

The aims and objectives of this research study is to examine the development and use of library-based CCTV systems in ESITM, Usen, with the following objectives:

(i) to investigate library users perception to the use of CCTV surveillance.

(ii) to ensure and determine that the library is safe for users and

(iii) to evaluate the processes and analyze the findings. It is hoped that this research will be of benefit to the Library authorities in protecting intellectual properties from theft and undue destruction.

The materials and method to be used for this research involves:

- Developing the literature review by consulting relevant materials
- Buying and installing the CCTV surveillance camera and its accessories
- Computing and analyzing the results from questionnaires administered to library users.

RESULTS AND ANALYSIS

A total of 305 library users were involved in this investigation. The analysis of the questionnaire is as follows:

Table 1: Age Distribution of Library users

<table>
<thead>
<tr>
<th>Age</th>
<th>No</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>16-20</td>
<td>97</td>
<td>32</td>
</tr>
<tr>
<td>21-25</td>
<td>129</td>
<td>42</td>
</tr>
<tr>
<td>26-30</td>
<td>45</td>
<td>15</td>
</tr>
<tr>
<td>31-35</td>
<td>22</td>
<td>7</td>
</tr>
<tr>
<td>36-40</td>
<td>12</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>305</td>
<td>100</td>
</tr>
</tbody>
</table>

The age bracket of 21-25 years is the largest user of the library with 42% followed by 16-20 years with 32%. The least of 4% is for 36-40 years group.

Table 2: Gender distribution of Library users

<table>
<thead>
<tr>
<th>Gender</th>
<th>No</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>180</td>
<td>59</td>
</tr>
<tr>
<td>Female</td>
<td>125</td>
<td>41</td>
</tr>
<tr>
<td>Total</td>
<td>305</td>
<td>100</td>
</tr>
</tbody>
</table>

The gender distribution of the library users indicates that male users are more than female users with 59 and 41 percent respectively.

Fig 1: Showing Bar chart of age distribution of library users

Fig 2: Pie chart presentation of gender distribution
Table 3: Educational Level of Library users

<table>
<thead>
<tr>
<th>Level</th>
<th>No</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>ND 2</td>
<td>193</td>
<td>63</td>
</tr>
<tr>
<td>HND 1</td>
<td>65</td>
<td>21</td>
</tr>
<tr>
<td>HND 2</td>
<td>47</td>
<td>15</td>
</tr>
<tr>
<td>Total</td>
<td>305</td>
<td>100</td>
</tr>
</tbody>
</table>

The chart shows that ND 2 are the most users, followed by HND 1 and HND2 and this will obviously be a function of the student population for each level.

Table 4: Question 1: Awareness of the CCTV installation in the library?

<table>
<thead>
<tr>
<th></th>
<th>No</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>290</td>
<td>95</td>
</tr>
<tr>
<td>No</td>
<td>15</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td>305</td>
<td>100</td>
</tr>
</tbody>
</table>

95 percent of the users affirmed that they were aware of the CCTV camera for surveillance in the library while 5 percent said they were unaware.
98 percent of users were happy about the development of using the CCTV surveillance while 2 percent did not see the need for it.

Table 5: Question 2: It is a welcome development?

<table>
<thead>
<tr>
<th></th>
<th>No</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>300</td>
<td>98</td>
</tr>
<tr>
<td>No</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Total</td>
<td>305</td>
<td>100</td>
</tr>
</tbody>
</table>

From table 6 and Fig 6, a total of 199 and 96 respondents strongly and agree respectively that the library is secured by installing the CCTV surveillance. While only 10 disagrees.

Table 6: Showing questionnaire responses

<table>
<thead>
<tr>
<th>questions</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The library is secured by installing the CCTV surveillance.</td>
<td>199</td>
<td>96</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>The use of CCTV cameras has regulated library users behaviour</td>
<td>201</td>
<td>99</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>The use of CCTV surveillance has help to indentify library user with ease.</td>
<td>120</td>
<td>161</td>
<td>5</td>
<td>19</td>
</tr>
<tr>
<td>Library materials are protected using CCTV surveillance.</td>
<td>179</td>
<td>125</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Users are conscious of how the handle library materials.</td>
<td>132</td>
<td>154</td>
<td>8</td>
<td>11</td>
</tr>
<tr>
<td>Distraction associated with library staff walking around is reduced/eradicated.</td>
<td>119</td>
<td>150</td>
<td>13</td>
<td>23</td>
</tr>
<tr>
<td>CCTV is able to curb theft of library materials.</td>
<td>157</td>
<td>123</td>
<td>5</td>
<td>20</td>
</tr>
<tr>
<td>CCTV is able to reduce/eradicate mutilation of library materials.</td>
<td>178</td>
<td>113</td>
<td>0</td>
<td>14</td>
</tr>
<tr>
<td>CCTV usage have been able to reduce/eradicate noise/chattering in the library</td>
<td>184</td>
<td>102</td>
<td>3</td>
<td>16</td>
</tr>
<tr>
<td>CCTV usage has made the library environment conducive for reading/research.</td>
<td>215</td>
<td>70</td>
<td>7</td>
<td>13</td>
</tr>
</tbody>
</table>

201 and 99 respondents agree to varying degree that the use of CCTV cameras has regulated library users behavior, while 10 disagrees. 120 and 161 agrees to the fact the use of CCTV surveillance has/will help to indentify library user with ease. 21 respondents disagrees.
304 respondents are of the belief that Library materials are protected using CCTV surveillance.

132 and 154 agree that users are conscious of how the handle library material due the installation of CCTV cameras.

269 agree that distraction associated with library staff walking around is reduced / eradicated and it is a very good development.

280 believe that CCTV surveillance is able to curb theft of library materials.

178 and 113 agree to some degree that CCTV is able to reduce/eradicate mutilation of library materials due to continuous monitoring of users.

184 and 102 strongly agree and agree respectively that CCTV usage have been / is able to reduce/eradicate noise/chattering in the library.

285 are of the opinion that CCTV usage has made the library environment conducive for reading/research and other library users.
Table 7: showing Percentage of table 6 above

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree (%)</th>
<th>Agree (%)</th>
<th>Strongly Disagree (%)</th>
<th>Disagree (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The library is secured by installing the CCTV surveillance.</td>
<td>65</td>
<td>32</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>The use of CCTV cameras has regulated library users behaviour</td>
<td>66</td>
<td>32</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>The use of CCTV surveillance has help to indentify library user with ease.</td>
<td>39</td>
<td>53</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Library materials are protected using CCTV surveillance.</td>
<td>59</td>
<td>41</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Users are conscious of how the handle library materials.</td>
<td>43</td>
<td>50</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Distraction associated with library staff walking around is reduced/eradicated.</td>
<td>39</td>
<td>49</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>CCTV is able to curb theft of library materials.</td>
<td>51</td>
<td>40</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>CCTV is able to reduce/eradicate mutilation of library materials.</td>
<td>58</td>
<td>37</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>CCTV usage have been able to reduce/eradicate noise/chattering in the library.</td>
<td>60</td>
<td>33</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>CCTV usage has made the library environment conducive for reading/research.</td>
<td>70</td>
<td>23</td>
<td>2</td>
<td>4</td>
</tr>
</tbody>
</table>
Fig 7: showing Percentage of figure 6 above

From table 7 and figure 7 the following can be deduced:

65 and 32 percent respondents agree to varying degree that the use of CCTV cameras has regulated library users behavior, while 3 percent disagrees.

66 and 32 percent agrees to the fact the use of CCTV surveillance has/will help to indentify library user with ease. A 2 percent respondent disagrees.

99 percent respondents are of the belief that Library materials are protected using CCTV surveillance.

43 and 50 percent agree that users are conscious of how the handle library material due the installation of CCTV cameras.

88 percent agree that distraction associated with library staff walking around is reduced / eradicated and it is a very good development.

91 percent believe that CCTV surveillance is able to curb theft of library materials.

58 and 37 percent agree to some degree that CCTV is able to reduce/eradicate mutilation of library materials due to continuous monitoring of users.

60 and 33 percent strongly agree and agree respectively that CCTV usage have been / is able to reduce/eradicate noise/chattering in the library.

93 percent are of the opinion that CCTV usage has made the library environment conducive for reading/research and other library users.
CONCLUSION

The age bracket of 21-25 years is the largest user of the library with 42 percent. The gender distribution of the library users indicates that male users are more than female users with 59 percent. The chart shows that ND 2 are the most users, followed by HND 1 and HND2. The use of surveillance especially CCTV has reduced the fatigue of monitoring library users and according to the research carried out the following question was positive using CCTV monitoring device in the library. CCTV cameras has regulated library users behavior, CCTV surveillance has/ WILL help to indentify library user with ease, Library materials are protected using CCTV surveillance, users are conscious of how the handle library material, distraction associated with library staff walking around is reduced / eradicated, CCTV surveillance is able to curb theft of library materials, that CCTV is able to reduce/eradicate mutilation of library materials, CCTV usage have been / is able to reduce/eradicate noise/chattering and CCTV usage has made the library environment conducive for reading/research and other library users.

Acknowledgement

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