UNIVERSITY OF DAR ES SALAAM LIBRARY

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The University of Dar-es-Salaam Library started a decade ago and at present it is serving several thousands of readers regularly. The Library acquires about 10,000 documents per year. The problems, the Library is facing, are many and varied. The author has highlighted the problems and described some measures, that have been taken to solve them. The services, cataloguing and acquisition procedures of the Library have also been described.

"Libraries are the Processes of which Adult Leaders of a Society are able to Inject Philosophical Ideas, Understanding and Being Able to Judge Themselves" - Nyerere

INTRODUCTION

University of Dar es Salaam, the national university of Tanzania is imparting specialized literary education for a decade. Recently, the University celebrated its 10th anniversary. On this occasion, newspapers carried a series of articles on the development of various organs during the last decade. During its short tenure of a decade it had the privilege of having three different centres - Muhimbili Medical Centre; Faculty of Agriculture, Forestry and Veterinary Sciences at Morogoro; and Institute of Marine Sciences at Zanzibar. These Centres specialise in their respective branches of science. At the main Campus various faculties specialising in the field of Management; Development Studies; Linguistics; Arts & Theatre; Computer Science; Applied Sciences; Engineering (Chemical, Mechanical, Civil, Electrical and Hydraulic) have been functioning to impart specialized job-oriented education to the nationals in order to achieve the cherished aims and goals of the nation. President Mwalimu Julius K. Nyerere, pledged at the time of getting independence that the country was to be led towards 'Socialism' and 'Self-reliance'. The University on its part has also been committed to aim at relevance and service to a developing socialist Tanzania.

Considerable emphasis is being given to education which is in accordance with the national manpower needs. Development has been made at the educational level, which can be seen in the figure given below:

1. Government Secondary Schools - 84
2. National Teacher's Colleges - 37
3. Folk Development Colleges - 51
4. Technical Colleges - 2

In addition, there are other institutes like Institute of Education, Institute of Financial Management, Institute of Adult Education, etc.

It may be mentioned here that 31% of the Education budget is spent on this University and its campuses.

PROBLEMS: INCREASE IN CLIENTELE

There has been tremendous increase in the number of recipients and seekers of knowledge, the students. In 1970, the number of students was 2065, and in 1979/80 the number rose to 3403 registering an increase of 65%.

It is estimated that in the next ten years the number of students will be double of the present strength. The Central library of the University is a fine example of the academic library in the country. It has been meeting the needs of its clients—students, teachers, researchers of the University and scientists and industrialists in the country.
Inspite of efficient services being rendered at the Library to fulfill the needs of the readers, still we are literally on tenterhooks because of overwhelming demands from students. The most conservative estimates indicate that undergraduate students have doubled in the last 10 years and in the next ten years they will overcrowd their own University library during term time and other libraries during vacations. The number of graduate and postgraduate students will also increase, and the development of new graduate programme will put a terrific strain on the library resources.

There is an increasing number of Ph.D. programs developing, with multi-set of problems and demands. We as teachers and librarians want all these to happen, yet we do not know how we are to handle the situation.

It is also evident that emphasis on foreign languages will have tremendous implications for the Library. It will not be long when our faculties will expect the library to have a good collection of foreign language publications. For processing and maintenance, deployment of suitable staff with sound knowledge of these languages will be an additional problem for the library.

Science and technology is developing at a great speed. Very soon the libraries may reach a saturation point. Such a situation may be tremendously exiting. But there will be many problems.

LITERATURE EXPLOSION

One of the most baffling problems now facing librarians and documentalists alike is the control of the tremendous flood of publications now being poured out from the world's presses. Even the largest libraries long ago conceded defeat while struggling alone against this tide and have offered cooperation with other libraries coping with the same problem. Research is also progressing at a tremendous rate, the findings of which in turn resulting in the publication of more books, articles, pamphlets, leaflets, and technical reports. Because of inadequate indexing, abstracting, acquisition, processing, and servicing, scientists are becoming increasingly frustrated in their efforts to keep themselves abreast of the progress in their own specialities. Automation comes slowly to libraries, but the librarian of a large research institution now admits that his outdated manual procedures are no longer appropriate to the tasks at hand.

GROWTH IN LITERATURE

The pressure of rising publications, together with the dazzling potentialities of the electronic computer, are forcing librarians to think more quantitatively about their libraries than most of them ever had done before.

The problem arises as to how books and periodicals should be placed in regard to accessibility. Which items should be put on open shelves, which in stacks, which on special reserve to be used only in the library and so on. If the extent of use of books can be predicted, one can estimate the percentage of users who will be frustrated or delayed by reducing the books accessibility.

ACQUISITION PROGRAMME

University of Dar es Salaam Library acquisition programme is based on deposit, purchase, donations and exchange.

Deposits

By passing the Libraries (Deposit of Books) Act 1962 the Government has made it compulsory for every publisher in Tanzania to deposit the book at his own expense to the Librarian, University College of Dar es Salaam within one month after its publication. The University library is a legal deposit library for the nation. It has the obligation to maintain the collection, preserve it and retrieve for the use of nation when needed. It is difficult to get the exact statistics of how many documents are thus deposited, but it is estimated that about 3,000 to 4,000 documents are received every year.

Purchase

The library purchases books and subscribes to about 3,000 journal titles for the use of the academic community. In its acquisition programme the academic community participates fully keeping in view the current needs, as is evident from the table in the next page.

Donations

The University receives books as donations from organizations, individuals and embassies. It is estimated that more than 1,000 documents are received every year on gratis. Thus the Library adds about 10,000 documents in a year to its collection. The future shape of the Library can be imagined when after 10 years about 1,00,000 items will be added to its collection apart from the
research reports and dissertations which will form an integral part of the collection. All this will need processing and putting them to use.

Of late, the teachers and students who are the main clients of the Library are often faced with the problem of non-availability of reading materials, which were acquired, processed and had gone to the collection. While locating material for circulation, it is often observed that the material supposed to have been in the collection is "not available", "missing" or "lost".

NATURE OF THE PROBLEMS

Non-availability of the reading materials can be attributed to the following reasons: (a) The document is missing due to outright theft (b) deliberate misshelving by a reader for shelfish interests (c) the document is overdue (d) Part of a document or whole of the material between the hard covers has been torn out and taken away.

Deformations of Documents and their Untimely Spoilage

In addition to the hazards of an open access library, the fate of the books are very sad due to the undemocratic attitude of some readers. Books suffer at every stage. The tops of the spines are torn because of their being pulled from the shelf by fingers. The stitches that hold the pages together are often torn by violent openings. Spines are cracked and pages soiled through the habit of keeping open the book facing downwards. The corners of leaves are folded and eventually folded off for use as book marks. Margins are taken as free space to write on. Whole pages are some time heavily underlined. People are too lazy to take notes and criminally indifferent to the needs of others. They even go to the extent of tearing out scores of pages. Illustrations are at times, deformed beyond recognition by improvised beards, caste-marks, spectacles, and some plates have been lost for ever. Biro pens are used on maps for drawing additional lines, shading and even for colouring, rendering them useless for further use. Certain books showed the sign of having been used as protection against rain. There is no dearth of dirt in the books. Books thus meet the premature and untimely end. All these are due to academic criminals.

EXTENT OF THE PROBLEMS

Loss of Books

The stock verification at the Library held in 1975 revealed the loss of material as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>Estimated no of books lost</th>
<th>Estimated loss percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1975</td>
<td>10,000</td>
<td>18%</td>
</tr>
</tbody>
</table>

This loss of 18% in the last 10 years means a loss of 2% per year which is negligible in an open access national university library, but in actuality the loss is even more significant because the 10,000 books represented crucial material which were on heavy demand. Moreover, they were expensive and impossible to replace.

MUTILATION OF ARTICLES

<table>
<thead>
<tr>
<th>Year</th>
<th>Approx. no. of journals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1975</td>
<td>3,000</td>
</tr>
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</table>

In one case the lecturer found that out of the 10 journal references recommended to the class 7 were cut off from the journals.

One general and constant complaint of the students is that not enough copies are available in the library of the materials on heavy demand.

Overdue Material

The most difficult problem in the Library relates to overdue books loaned to teachers and students, who ignore the call notices and decide to retain the books for their selfish use only. "Save the library campaign week" was organised by the University of Dar es Salaam and its various campuses early this year. An amnesty period of two weeks was declared when the readers were allowed to return books without fine. The following figures show the overdue and return pattern.
It may be observed that out of the total of 2,504 books overdue only 950 (37.9%) were returned and 1,554 (62.1%) were still outstanding in spite of vigorous campaign of wall posters, lectures, radio talks, exhibition of mutilated books etc. It may be pointed out here that out of the 1,554 overdue books for the period of more than a year, majority (838 (53.9%)) were held by teachers and 573 (36.9%) by students and the rest 109 (6.9%) by staff and 36 (2.3%) by external borrower.

**Space Problem**

It is not in the schools and colleges alone that curriculum contents are expanding. University education with a multi-track curricula, honours courses, and new disciplines particularly in sciences and foreign languages are adding breadth and depth, and placing responsibility upon librarians to improve the quality and scope of the library's collection.

Library is a growing organism and every year lot of documents are procured. The problem arises when there are more books than available shelf space. In such a situation, ways should be found of storing some of the less used documents in dormitory. It therefore becomes difficult to decide which documents should be relegated to such 'cold storage', as some users would be put to inconvenience by such an action.

There is another factor which is already giving University librarians headache- the increase in the number of users from the student community. The space available for reading is getting less and less, every year, as the number of students is increasing. It is always the desire of the librarian that maximum number of students should use the library, and as such they are attracted with the 'new arrivals' posters, orientation week, etc. Once the target is achieved, the librarian finds his limited reading space crowded with readers and sleepers, the washed and unwashed, the clean shaven and the bearded, etc.

Keeping in view the above problems we can probably foresee only an increasing demand of our resources and facilities. However, the readers' concern as to whether they can do a proper job under such condi-
tions of tremendous expansion is similar to the increasing concern in the University as to whether our students are actually getting the services which we should be able to provide for them.

We do not consider students' use any problem and serve all who come to us as part of our student community. The question arises as to what are the major problems which students of today face in their pursuit of good library services. S.J. Kee in his article, "Identifying students needs and responsibility of the libraries in meeting them" describes four major problems, which demand the attention of the profession as a whole. They are:

1. The deficiencies of libraries
2. Jurisdictional boundary lines that limit the extent of use of the existing library resources.
3. Shortage and misuse of professional library personnel, and
4. Lack of communication among those in responsible positions of providing for the educational needs of students.

Deficiency

The needs for more books and other materials, staff and physical facilities are staggering. The deficiency problem is lack of adequate financing for libraries.

Jurisdiction

Librarians long ago accepted the proposition that education is the concern of the government, and libraries are a fundamental part of the educational process.

In any case, a student today, as mobile he is, is apt to try to cross a number of jurisdictional lines in his pursuit of information and other types of library service. In so doing he runs into a discouraging, even frustrating entanglement of library use regulations.

Personnel shortage

There is a shortage of qualified personnel and, at the same time, there is misuse of the available qualified personnel also. The separation of professional and non-professional work and the possibility of centralizing library operations and employing technology to reduce man-power needs, are receiving less attention by the profession.

Communication

There is a lack of communication so far as availability of library services are concerned. This becomes more acute as the number of library users and the demand for library services increase.

POSSIBLE SOLUTIONS

Keeping in view the above problems, let us examine what steps the Library is taking to overcome them and what remedial facilities it is going to provide to the academic community of the University.

Some of the major problems like inadequate qualified personnel, inadequate finance and introduction of technology in the library services are beyond the reach of the library keeping in view the cost involvement of such project. Some of the efforts of the library in this regard are:

Library User's Guide and Orientations

A guide to the use of the library, giving detailed information about the rules and services is supplied to each new entrant to the University community. This guide gives in brief about the setup of departments, of the academic year, an orientation week is organised by way of lectures, visit of the library and distribution of hand outs.

SERVICES

The library has the privilege of having specialized departments of East Africana, Law, Periodicals, Microfilm and Special Reserve, under the charge of senior and well qualified staff. Special Reserve Collection is a closed access sequence and is manned by a staff from 7.30 a.m. to 10.30 p.m. The rare documents and the books in great demand are restrictively issued for 3 hours.

The library provides services to readers from 7.30 a.m. to 10.30 p.m. A special "Reference Desk" has been established to satisfy the immediate queries of the users. This desk is manned by a senior qualified staff in rotation all the time.

Decentralized Cataloguing and Centralized Public Catalogue.

Earlier, all library materials were processed at the main library for all the centres (Faculty of Agriculture, Morogoro and
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Muhimbili Medical Centre Library but due to the increase of documents and need for immediate services by these centres, the processing was decentralized. Each department within the main library and campus, was assigned the job of processing books for their respective use. Even the acquisition program is also handled by the different centres. At the main library, the following departments do their own processing:

1. East Africana Collection.
2. Law.
3. Periodicals.

The Library maintains a central public catalogue for the use of the academic community. It files the catalogue cards (author and subjects) for all the books processed at the following Centres/Departments.

Abbreviation used.

1. Muhimbili Medical Centre, Dar es Salaam. MED
2. Faculty of Agriculture, Veterinary, Morogoro. AGR
3. Museum Library, Dar es Salaam. MUS
4. Institute of Marine Science, Zanzibar. MAR
5. Law Collection. LAW
6. East Africana Collection. EAF
7. Periodicals Collection. PER
8. Microfilm Collection. MIF

Flexowriter

The library uses unit card entries for cataloguing, for which quite a number of entries with the same information are required for each document. Flexowriters which are simple initial form of automation, are used for cataloguing purposes. This enables the library to speed up processing of documents and saves lot of manpower. The flexowriters are very useful for inter-library document work and services.

1. They can be used for cataloguing purposes in cases where a book is already held by the main library and subsequently procured by another library. The tape of the catalogue cards of the book can be sent to the library, in order to avoid fresh processing of the book.

2. In case copies of portions of a book or an article in a periodical is in demand by another library, then instead of sending the whole document, a tape can be sent to the library. This saves the cost of postage involved and the book from damage in transit.

Centralized Acquisition Programme

Books and other documents are procured by the main library and other three centres individually. Similarly, periodicals are subscribed by them individually. This involves a lot of correspondence, manpower, resources, and duplication in processing. It is suggested that the central library should subscribe to the periodicals for all the campuses under its control. This will speed up the work and will be able to tackle the problems at one point, such as, tracking of missing issue and non-receipt issues, sending of reminders, etc.

CONCLUSION

Library service is unspectacular, but not an insignificant contribution by the University to the economic, intellectual and social welfare of the community. We prefer to regard such services as opportunities rather than problems but the time is not far off when the University must take budgetary cognizance of this kind of University service or the Library will have no option but to curtail privileges or to charge for the services.