

This work is dedicated to my father Bruno Kaduku  
Chibinga, my mother Bernadette Hamanjanji; my  
husband Samu-el Justin Phiri and my most l o v e d  
daughter Bernadette-Busiku-Stelia-Valerie. For all  
strong support, patience and encouragement rendered.

## Abstract

In this work, an attempt is made to focus attention on some of the complicated problems which affect acquisitions of monographs and periodicals for use in libraries in Third World countries in general. Since Zambia is also a Third World country, specific problems that are faced by the University of Zambia Library by virtue of it being an academic Library are also discussed. In addition, since publishers in industrialised countries are producing or are in the process of producing their printed products in machine readable format, the implications of Electronic Publishing for Third World countries are discussed.

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## INTRODUCTION

### a) Scope and Purpose

An attempt is made to focus attention on some of the complicated problems which affect acquisition of printed materials for use in libraries in Third World countries. Since Third World countries form the theatre for this study, some appreciation of the term is necessary. Third World countries comprise the countries outside Western Europe, North America, Japan, Australasia or the Socialist bloc of Eastern Europe and the USSR in Asia. The term "Third World" in general refers to the "developing countries". However, these countries are also referred to as "the South", "under developed", "less developed" and "un developed". All these terms are in use, with one or other term favoured by different investigators on various ideological grounds. For this study this is not significant.

There is a tendency to regard all Third World countries as poor countries, but this is not the case. Conditions in the Third World are different within regions and within countries. Many are certainly impoverished, but some are rich. However, there are certain general characteristics and these have been summed up by Nwafo [1] as invariably a colonial past, underdeveloped economies, mass illiteracy, small educated elite and limited capacity to satisfy the basic daily needs of their people. In addition, they lack capital, technological know-how,

productive capacity and market for their limited products, and are known for very low increases in per capita income, rapid rises in population and generally unstable governments. These countries suffer from adverse balance of payments and therefore impose restrictions on foreign exchange. It is important to note that there are considerable variations in these characteristics.

Third World Countries face problems of material acquisitions, such as a poorly developed book trade, which is brought about by the inadequate publishing industry in most of these countries. As a result of this there is a need to purchase the vast majority of materials from major publishers which are in industrialised countries. Purchases of materials from these countries by the Third World countries is a problem because of currency restrictions and import regulations. Procurement of these materials is made even more difficult because of the geographical isolation of some of these countries from the world of publishing. These general problems of material acquisitions in the Third World will be discussed in detail.

Since Zambia is no exception to this Third World phenomenon, specific problems of material acquisitions faced by the University of Zambia Library are also discussed. Although the University of Zambia Library is also a National Reference Library this work will be restricted to the problems of acquisitions in the library by virtue of it being an Academic Library.

With the advent of Electronic Publishing, publishers in industrialised countries are producing or are in the process of producing their printed products in machine readable form (either on CD-ROM, Online or as dual products - published on CD-ROM or Online). Such systems have great potential for the Third World, but problems such as shortage of trained manpower, financial limitations, poor power supply and inadequate communications may hamper their use, and the implications of Electronic Publishing for Third World countries as a whole will also be discussed.

Library materials (or simply, materials) is a non-specific term with respect to format. According to Evans [2] "library materials (materials) may be books, periodicals, pamphlets, reports, manuscripts, microformats, motion pictures, video or audio tapes, sound recordings, realia, etc. In effect, almost any physical object that conveys information, thoughts, or feelings potentially could be included in a library collection". When discussing the problems of acquisitions in this study, the term materials will be restricted to monographs and periodicals.

This work is divided into four chapters. The first chapter provides an overview of the Collection development process, methods of acquisitions of library materials in the Third World and the problems to which these methods give rise. This chapter also looks at the Implications of Electronic Publishing for Third World countries. Chapter



two looks at the University of Zambia Library and chapter three discusses the problems of material acquisitions in the University of Zambia Library. Solutions to some of the problems identified in the three chapters are offered in chapter four.

**b) Statement of the problem**

Problems faced by the Third World countries in the acquisitions of library materials may be grouped according to their specific sources or causes. The initial source of problems is due to the social and economic circumstances in which the libraries in the Third World countries operate. As a result of these, these countries have to procure a vast majority of the materials they require from abroad. The other source of acquisitions problems in these countries are currency scarcity and financial regulations, an under-financed and poorly managed book trade, inadequate publishing, distance from the world of publishing, and geopolitical locations of some countries amongst friendly and hostile ones. The multiplicity of acquisition systems (direct purchase, donations gifts, the use of foreign agents) also cause acquisition problems.

As for information systems, most of the Third World countries are not 'online' to the technological advances and the new opportunities. They are, on the contrary, very much off-line altogether to most of the new technology. This is also due to the fact that these countries are

undeveloped. They have problems of obtaining foreign currency to purchase these systems (which have to be imported from developed countries), inadequate telecommunications, poor power supply, and lack of qualified manpower to install and run the systems.

## REFERENCES

1. Nwafor, B.U. Problems of the book trade infrastructure in developing countries in relation to university libraries objectives. IFLA 10 (4) 1984. p352
2. Evans, G.E. Developing library collections. Littleton, Col.: Libraries Unlimited, 1981 p29

## CHAPTER 1: GENERAL PROBLEMS OF MATERIAL ACQUISITIONS IN THE THIRD WORLD.

### **1.1 Collection Development**

Acquisitions forms part of the collection development process, which Evans [1] defines as "the process of identifying the strengths and weaknesses of library's materials collection in terms of patron needs and community resources, and attempting to correct existing weaknesses, if any". This requires the constant examination and evaluation of the library's resources and the constant study of both patron needs and changes in the community to be served.

Collection Development is a universal and continuous process in libraries and consists of six elements: community analysis, policies, selection, acquisition, weeding, and evaluation. It is therefore a planning and decision making process. These elements discussed below.

#### **1.1.1 Community Analysis**

Community analysis is an essential element in any library. It involves enumerating the needs of the community (nation, region,, state, province, country, town, city, or the institution to be served). Community analysis is used to gather a variety of data which library planners can use. It may take the form of a community survey, study or needs assessment (all which can be done by interviews,

observation and questionnaires). If a library does not know the community it is serving, it would have difficulties in establishing goal and objectives. Meaningful policies cannot be formulated to guide the development of the collection.

It is important to note that collection development varies from library to library depending on type of library and may differ in emphasis. For example, public libraries, have to cater for a wide range of interests, while academic libraries have a more restricted range of interests and a more readily identifiable user population for collection development.

#### **1.1.2 Policies**

Libraries should have clearly delineated policies for collection development. A policy is a written plan of action which provides details that guide thinking and decision making in regard to the acquisition of library materials. The policy should state the community being served; the person who has the authority for selection; acceptable physical forms of material, the intellectual quality of material and the methods used for handling selection problems. Quite often collection development policy, selection policy and acquisition policy are used interchangeably by librarians to mean the same thing.

According to Evans [2] a policy statement can do the following: " achieve a unified view of which areas of the

collection should be developed; develop coordination between different individuals responsible for the collection; both currently and through time; achieve a consistency in the collection; reduce the number of ad hoc decisions that have to be made regarding the collection; help avoid confusion in the minds of selectors and patrons as to what the collection is and is not".

### **1.1.3 Selection**

Evans [3] defines selection as "the process of deciding which materials to acquire for a library collection. It may involve deciding between items that provide information about the same subject; deciding whether the information contained in an item is worth its price; or deciding whether an item could stand up to the use it would receive. In essence, it is a matter of systematically determining quality and value".

Each library should have a selection policy specifying the objectives of the library and guidelines to be followed. It should state where the library is now in terms of collection strengths and weaknesses and where it plans to be in a stated time span. The selection policy should also take into account the needs of the library users and must also take a realistic view of the economics involved, and the resulting effects of the library's budget.

It is important to note that collection development policies should be kept as up to date as possible to

reflect the changing needs of the community.

#### **1.1.4 Acquisitions**

This term is commonly used in two quite different ways. It is sometimes used in a narrower sense to refer to the process of verifying, ordering and paying for the needed materials. As the name of a library operational department, acquisitions in some libraries has gradually replaced the term 'order'.

However, many writers and commentators use the term 'acquisitions' in a much broader sense to cover the whole process of material provision. In the present study, I will take the term acquisition to mean the process of securing library materials either through purchase, gifts (donations) or through exchange programs.

##### **a) Purchase**

This method of acquisition requires a direct payment for the ordered items. According to Kent and Lancour [4], the basic elements in the acquisition purchase procedure, after a title has been selected for purchase, are: 1) searching the library records to determine that it is not already available; 2) checking the correctness of the bibliographic description, including the standardized entry; 3) ordering it and recording the order for temporary internal control; 4) receiving it, updating the order record, and approving the invoice for payment; 5) forwarding it to the catalog

department; 6) after the title has been catalogued, clearing the order record from the active files.

#### **b) Gift/Donations**

A proportion of library collections are provided through gift programmes. Gift materials are very important in building library collections and many institutions have benefited greatly from the receipt of materials in this manner. Donations are usually made by government agencies, foundations, commercial corporations, research and educational institutions, teachers and various organisations.

Gifts can be solicited or unsolicited and they come in two forms - money (which can be used to purchase library materials) and material. Solicited gifts usually provide a valuable addition to the library's collection.

It is important for any library to have a written policy for the solicitation and acceptance of gifts. According to Magrill and Hickey [5] "gift policies are ordinarily based on the premise that materials acquired as gifts should meet the same standard as materials that are purchased; therefore, gifts deserve, and should receive, the same care and processing as other materials".

The policy should make clear that the library has the right to dispose of duplicated and unwanted volumes.



### c) Exchange

Exchange is an arrangement whereby publications are exchanged between libraries instead of paying for them. In general, it is usually more efficient for a library to purchase materials directly instead of going through an exchange programme. However, some materials monographs and serial titles are not available through purchase. This is true both in the Third World and developed countries. Libraries may be under currency restrictions, denied foreign credits for purchase of foreign publications or may not have money to purchase the material.

The types of material usually used for exchanges are:- official government publications, dissertations, abstracts of dissertations, duplicate books, duplicate serials, non duplicate materials such as university published series, journals, university press monographs, non serial publications, library publications, society publications, instructional department publications etc.

According to Vanwijngaerden [6], there may be one or a combination of types of exchange:

- 1) Piece-for piece exchange, i.e. book for book and pamphlet for pamphlet, with which can be grouped the subscription-for-subscription exchange of serials (title for title, annual volume for annual volume, if necessary also number, or one journal appearing at frequent intervals for two journal with only a few numbers a year each).

2. Priced exchange, in which each partner agrees to

supply the other with publications of a set monetary value, on the basis of a certain ratio of the currencies involved, within a stated period of time. This method of compensation is to be recommended in cases where much heterogeneous material, for example, books, journals xeroxes, etc., is exchanged. Occasionally the ratio may differ from the official rate of exchange and places after the decimal point should be rounded off.

3. Page-for-page exchange, ie. one page for one page, with possible variations, if special objects are involved, for example, one table for two pages, two or three pages of new book for one page on an old one etc.

In addition, there is the 'open' exchange in which there is little or no accounting. The philosophy of such an arrangement is that if each partner supplies the other with one copy of all its publications or certain specially designated ones,, the exchange over a period of time will tend to be balanced, anyhow. ✓

Generally there are two methods of exchange. The first is where each library deals directly with every library with which it has exchange relations and (these can also be done by establishing an exchange with a library overseas) and the second type is indirect exchange through regional or national cooperative programmes.

Through exchange programmes, libraries are able to acquire materials which are not available for sale or not distributed through the regular book trade channels.

Libraries are also able to make use of duplicates and discarded material by offering them in return for publications which the library does not have. Since materials can be obtained without any direct expenditure, libraries are able to save money.

#### **1.1.5 Weeding**

The term 'weeding' describes the removal of excess copies, rarely used books, and materials no longer of use from the library's active collection, either for withdrawal, for moving to reserve stock or remote storage. Reasons for weeding generally fall under three broad headings:- saving space, improving access and saving money.

The amount of weeding actually carried out varies a great deal from library to library. University libraries do not normally weed their collections. The possibility that books may be needed at some future date normally tend to encourage a defensive strategy of retention. Public libraries which have more limited shelf space and entirely different readership from university libraries, have to weed their collections.

Every library should have a weeding policy which should include the criteria, scope, frequency and purpose of weeding.

#### **1.1.6 Evaluation**

According to Magrill and Hickey [7], "collection evaluation is concerned with determining how good a collection is in

terms of the kinds of materials in it and the value of each item in relation to items not in the collection, to the community being served, and to the library's potential users". The process of collection development does not end when the selected materials have been received by the library. Collections must be continually maintained.

'Libraries usually evaluate their collections in order to have a broad view of the adequacy and availability of the library's book resources; to develop an intelligent, realistic acquisitions program based on a thorough knowledge of the existing demands or for particular subject allocations, or merely want to increase the staff's familiarity with the library collection'.[8]

## **1.2 Methods of acquisitions of library materials in the Third World**

Generally, there are three main methods used by Third World libraries in acquiring library materials:

### **1.2.1 Purchase**

Most of the library materials in the third world countries are acquired through purchase from developed countries. Only a small percentage is acquired locally.

### **1.2.2 By Exchange**

Exchange of publications has become an important source of acquiring library materials. It makes up a considerable

part of their foreign acquisitions.

Individual libraries in specific countries distribute copies of their publications amongst themselves. Libraries in the third world also arrange to exchange publications with developed countries. This international exchange between developed and developing countries has increased tremendously in the last few years owing to the continuous increase in prices of publications. From its inception, Unesco has been interested in promoting exchange activities. It supports the development of the international exchange of publications within its libraries programme. IFLA also assists, whenever possible to solve exchange problems. It has cooperated closely with Unesco on all matters concerning the international exchange of publications.

### **1.2.3 Through Donations/Gifts**

Donations and gifts of books are another source of acquiring library materials by Third World countries. It is an important source for very rare materials. The donations and gifts are made by diplomatic missions, charitable organisations, foundations located in other countries and international organisations.

The gifts are either solicited or unsolicited and come in different forms. In some instances, they are in the form of money. Some come with conditions attached, and as such the recipient library has to abide by the regulations

governing such donations or gifts as stipulated by the donor. Sometimes money is made available by donors to be spent on books that have been approved by libraries in the Third World country. An example of this scheme is the British Council/ODA Book presentation which is administered by the British council. Under this scheme, selected libraries are allocated a certain amount of money for the purpose of acquiring British books, or rather books from Britain. The amount allocated varies from library to library. The money is not given to libraries in cash. The library is instead informed about the amount of money that has been allocated to them. After the library has been informed about the amount of money it has been given, it is then supplied with special British Council forms which are used in the placing of order requests. After selections have been made by the recipient library according to its needs, the request forms are then passed on to the regional British Council offices which in turn send them to the British Council in , London offices for despatch to selected suppliers. All financial transactions are handled by the British Council. In the presence of acute foreign exchange problems, through this scheme libraries in the Third World have been able to make current acquisitions since British Council in most cases supplies current publisher's catalogues to assist the library in its selection procedures, when requested to do so.

### **1.3 Problems of acquisitions of library materials**

#### **1.3.1 Acquisitions through purchase**

There are several problems that librarians in the Third World face in the purchase of library materials. However, problems relating to the purchase of materials from developed countries are particularly acute. According to Ombu [9]: "these problems exist mainly for three reasons: first, the relatively underdeveloped economic circumstances of the developing countries within which their libraries have to function; secondly, the fact that book publishing is in its infancy throughout most of the area, and therefore, necessary to buy almost entirely from foreign countries; thirdly, the fact that the developing countries are far removed from the metropolitan areas of the world where the bulk of publishing is done.

These problems are discussed separately and in detail in the following paragraphs.

#### **Problems of local publishing industries**

According to the UNESCO Statistical Yearbook 1986 [10], in 1980 and 1984 the number of titles published per million inhabitants in developing countries is very low (44 titles in 1980 and 55 titles in 1983 per one million) in comparison with the comparable number published in developed countries (500 titles in 1980 and 487 in 1983 per one million of population).

Table 1 gives the book industry output for a selected number of African countries.

Table 1

<u>Country</u>	<u>Year</u>	<u>Total books published</u>
Algeria	1984	718
Ethiopia	1984	349
Ghana	1983	350
Kenya	1983	321
Zambia	1983	454
Zimbabwe	1984	193

Source: [11]

The number of titles published is low because Third World countries face the following problems as far as the book industry is concerned: lack of authors, lack of paper, shortage of printing and binding facilities, high cost of production, and lack of proper distribution.

All these factors work against the proper functioning of a book industry in Third World countries. These problems are briefly discussed below.

### **Printing**

In many of these countries, there is a shortage of printing and binding machinery, and spare parts. In addition to this, a lot of the machinery is out of date, suffers from constant break downs, while foreign exchange to obtain spare parts is not readily available. As a result of this shortage, printing and binding machinery and raw materials such as inks, films, plates, threads and stitches have to be imported from developed countries. These items become extremely costly after they have been taxed by Customs on entrance and after freight charges have been paid.



Third World countries work at a disadvantage compared with the developed countries as far as cost of production of books is concerned. One of the critical problem facing publishing in the third World is the high costs of book production for a relatively small market. The problem of markets and readership will be discussed later, although it cannot be separated from the issue of production costs since the market size affects the cost of book production. Large printing runs are less costly per copy than small runs. Therefore a limited market mean high production costs.

This makes the books produced in Third World countries more expensive than the ones imported from developed countries. In most countries imported books are not taxed. However, the raw material and machinery that are imported for the production of books are usually heavily taxed. This puts Third World countries at a disadvantage and therefore they will always be forced to import books from developed countries.

**b) Lack of paper.**

Although paper is the most important element of book production, there is a lack of paper in proper qualities and quantities in most of the Third World countries. As a result of this, a big proportion of the paper used in printing has to be imported from industrialised countries, thus increasing costs considerably.

However efforts are being made to set up paper mills

(with foreign collaboration) in some of the Third World countries.

**c) High rate of illiteracy and lack of adequate readership**

A big proportion of the people in Third World countries are illiterate (Africa has the highest illiteracy rate with 65.2% followed by Asia which has 26%). Illiteracy rate in Third World countries is high because these countries lack educational facilities at the school level and as a result, the number of illiterates keep on rising. Illiteracy obviously limits the number of people who can read and it also reduces the number of potential book buyers, and thus the size of the book market. The problem of illiteracy is compounded by the generally low per capita income of Third World countries. As Albach [12] puts it "...even the minority of individuals who are literate often cannot afford to purchase books. Consequently, book sales are limited and the publishing enterprise is constricted. In a sense, many Third World publishers are serving only the tiny minority of their populations that is literate and can afford to buy books. A small audience means small and expensive editions; high costs mean books are available to fewer people. A vicious circle of restricted publishing is created. As a result of these and other factors, the growth of publishing in developing countries has been slow and .. the educational system, and other elements of society have suffered".

In addition to the problem of illiteracy, there is a

problem of lack of adequate readership caused by other factors. Lack of readers in Third World countries is one of the most difficult problems. Abbas [13] describes the scene in various Third World countries. "Nigerians are not a reading people... [their] culture is essentially oral. The average Nigerian reader may well be more interested in growing groundnuts and rearing chickens than reading. Lack of readers in India is attributed ... to low literacy, long-standing of oral communication, limited tastes of books, and underdeveloped reading habits. Absence of readers in Saudi Arabia... is due to the high rate of illiteracy and government censorship... which is not merely meant to monitor political control but also to ensure against the distribution of reading materials which would be offensive in Saudi Arabia's conservative Islamic society".

Although Third World countries are frantically struggling to eradicate illiteracy in their midst in order to mould their people into literate populations which can be used as infrastructures of their national development, we find that even the literate in these countries do not read for life long education. A large proportion of them only read to pass exams and for them, reading stops as soon as they leave schools and institutions of higher learning. The overall picture of the "reader" in Third World countries is therefore depressing. As a result of this, there is no attractive market for general books.

#### **d) Authorship**

Authors play a key role in publishing: authorship and readership go hand in hand. Therefore if there are no readers there cannot be authors and limited readership means limited commercial feasibility of books to be published.

In order for an indigenous book industry to thrive, it must be fed by numerous indigenous authors. This is not the case in the Third World. Although there are some authors, they are far from sufficient. There are not enough with the right sort of experience and relevant background.

The few writers available seem to be experiencing problems in getting their work published in their own countries. They prefer their work to be published by reputable publishers abroad. Every author naturally wants to reach a wide international audience and to benefit from the world-wide distribution and marketing networks the foreign publisher can offer them. In addition to this, the author can also receive his royalties paid in foreign exchange in banks overseas. Only a few publishers in the Third World can compete with these benefits and as a result, they fail to attract top level manuscript submissions from well-established authors and writers.

#### **Selection tools**

Traditionally, there are three stages in the purchasing process of library materials: the first process is finding out what has been published; secondly, determining and

selecting the material that is worth adding to the stock; and thirdly, getting the selected material into the library.

Two types of publications of interest to librarians in the Third world are overseas imprints and local imprints. The acquisition problems of libraries in these countries stem from the fact that they are unable to determine which materials are in existence and are unable to acquire those that are relevant. This is not so much a problem with overseas-generated publications since selection tools such as book reviews and books in print listings facilitate their acquisition. It is important to point out that sometimes these arrive too late since they have to be imported. Be they national, trade or otherwise, bibliographies are the exception rather than the rule in the Third World.

The absence of tools in many of these countries presents serious problems for book selectors; coverage varies from poor to non-existent. Such tools as do exist are usually late in appearing, non-cumulating and short lived. It is, therefore, a common experience to find that an item originating in a Third World country is not listed in that country's national bibliography. It may be easier to find information on Third World countries elsewhere in the world!

The underlying difficulty in acquiring material is therefore lack of bibliographic control. No country in the Third World has a regular current and long-lived national

bibliography. Although some countries have national bibliographies, it is always at least two years behind and by the time a librarian gets hold of it, most of the material is out of print. Tracing Third World publications is difficult; acquiring them is even more difficult.

### **Distribution**

The problems of book distribution in Third World countries have been summarised by Isenberge [14]: " a) Publishers place little stress on publicity for their books and thus both the reading public and the book sellers are unaware of relevant publications; b). publishers have no clear knowledge of their potential markets and thus cannot accurately estimate the appropriate size for the printing of a given book; c). book shops are undercapitalised, have few return privileges, are poorly and unimaginatively organised, have little status, and as a result have few books in stock; d) rural areas are virtually bookless. e) adequate national bibliographies and other reference tools do not exist and books are hard to find.

Publishers do not have the means of making their books reach potential book buyers and do not take any joint action. It is not only the publishers who are to blame for this unhealthy situation in distribution. The transportation system in countries like Nepal, where books are carried by coolies on their backs and take several weeks to reach their destination, is a glaring example.

Postal rates for books in many of the Third World countries are so prohibitive that people in distant areas where bookshops do not exist hesitate to buy books. This lack of proper distribution techniques is a great factor in the perpetuation of the book famine in the Third World. Distribution in these countries is therefore the weakest link in the publishing chain.

### **Bookselling**

The general lack of indigenous active publishing in Third World means that there is a lack of a sufficiently organised book trade. There are booksellers in the Third World. What is in question is their capacity to serve as an effective link between the publisher and the consumer. There are few or no bookshops in the towns or even in small cities where one can buy books of one's choice. Even the few bookshops that exist are in the hands of people who have no notion of or experience in bookselling. In addition, they are poorly managed as a result of poor staffing. There are also no facilities for these people to get any training. Yet the 'book' has become the main tool for communicating education! As a result of the above problems, the services which indigenous booksellers render to libraries are slow and unsatisfactory. As Coryndon put it [15] "the objectives of booksellers in [the Third World] should be two-fold: to sell to us what is published abroad and to sell overseas what we have published locally". This is a role which the U.K.-based booksellers, Third World

Publications and Argentina Distribuidora Tres Americas, are already playing. The former publishes and distributes materials from/about the developing countries and ensures that all such books are listed in British Books in Print.

Since local booksellers do not possess the expertise and the financial backing to service the needs of the various libraries (especially University libraries), librarians resort to ordering their material direct from overseas agents. As pointed out by Ombu [16], "the use of foreign agents inevitably creates serious problems: first, there is considerable delay in getting the material required, owing to the vast distances and the difficulties of the postal system within developing countries... secondly, there is the problem of payment in foreign exchange. This problem appears to be the most crucial for librarians in developing countries".

Distance constitutes one of the greatest acquisition problems. This is due to the remoteness of some Third World countries from the centre of world publishing which is in Europe and North America.

In advanced countries, to get books and other materials from booksellers only takes a few days or weeks. This is not the case in the Third World, where the process involves a wait of several months. In some countries, the average time required to obtain a book from overseas is one year. Because of the distance involved, air mail is prohibitively expensive (in view of the quantities involved) except for very special items required for



immediate use or for journals and therefore the only alternative is to obtain the ordered items by sea mail.

Because of the long delays involved, some material gets lost in transit and some becomes outdated by the time it is received by the libraries.

Currencies of most Third World countries are non-convertible and since agents have to be paid in foreign currency, this is a crucial problem for libraries in most of the Third World countries. Since there are foreign exchange restrictions, it is required that foreign exchange approval be obtained before placing an order with an overseas agent, and in an effort to conserve foreign exchange, Third World countries tend to enact laws and regulations requiring licences for imports into the country.

What happened in Pakistan some years back is relevant [17]. "After obtaining a quote [for books], the importers are required to apply to the controller of Imports and Exports who issue the necessary import licence, after which the imports have to obtain the concurrence of the State Bank of Pakistan for the release of foreign exchange involved before any remittance can be made. The actual procedure for the importation of books and journals is thus a vexatious job especially for member of the educational world is are not inured to the complex labyrinth of import procedure. The procedure relating to the receipt and clearance of consignments is also harassing. If the books come by post, the parcels go to the Customs Branch of the

immediate use or for journals and therefore the only alternative is to obtain the ordered items by sea mail.

Because of the long delays involved, some material gets lost in transit and some becomes outdated by the time it is received by the libraries.

Currencies of most Third World countries are non-convertible and since agents have to be paid in foreign currency, this is a crucial problem for libraries in most of the Third World countries. Since there are foreign exchange restrictions, it is required that foreign exchange approval be obtained before placing an order with an overseas agent, and in an effort to conserve foreign exchange, Third World countries tend to enact laws and regulations requiring licences for imports into the country.

What happened in Pakistan some years back is relevant [17]. "After obtaining a quote [for books], the importers are required to apply to the controller of Imports and Exports who issue the necessary import licence, after which the imports have to obtain the concurrence of the State Bank of Pakistan for the release of foreign exchange involved before any remittance can be made. The actual procedure for the importation of books and journals is thus a vexatious job especially for member of the educational world is are not inured to the complex labyrinth of import procedure. The procedure relating to the receipt and clearance of consignments is also harassing. If the books come by post, the parcels go to the Customs Branch of the

Regional Post Office for examination. This is often a time consuming process and it has been found that fairly often 6-9 months elapse between the ordering of the books and receiving them physically, in this case neither the importers nor the exporter being responsible for the delay".

Appeals have been made to exempt libraries from these statutory requirements but nothing much has been done. To a great extent, lack of government recognition of the importance of information plays a role in this. Those governments which place importance on information have more liberal control restrictions on information resources. It is always the view of the bureaucracy, both in the central banks and the ministries of finance, that the procedures are necessary in order to leave no loop-holes open for the abuse of valuable foreign exchange by unscrupulous persons.

Meanwhile, the library's agents are patiently waiting to receive payment for items invoiced well beyond the 90-day limit for the settlement of invoices. It is important to point out that under the exchange regulations, advance payment on a proforma invoice basis is not usually permitted. A letter received from one of the dealers in Europe by one of the librarians in Nigeria stated among other things [18] "... owing to the stringent financial regulations that exist in Nigeria, we would prefer you to pay in advance for the book and accordingly we are enclosing our pro forma invoice".

Prepayment does not solve the problem. There is

another problem of extreme delays in processing invoices for payments. Because of these delays, some agents add handling charges to the actual cost of material purchased and refuse to give discounts as a way of regaining some of their expenses. The vendors that are popular in Third World countries are Blackwell's (both in Oxford and the U.S.), John Menzies, Baker and Taylor, Swets and Zeitlinger, Faxon, and Eumpus Haldane Maxwell. This is due to the fact that representatives of these vendors visit various third World countries periodically. Another reason is that they understand the bureaucracy involved and realise that the delays in payments are more than the making of the libraries concerned. They therefore make efforts to accommodate the delays involved in payments, in view of the considerable volume of business involved.

The delay involved in getting foreign exchange leads to a lapse in the payments of subscriptions for journals which in certain cases results in either the discontinuation of title, loss of an issue or the ordering of the missing journal as a back issue.

In some countries, it is not only lack of foreign exchange which is a problem. There is also a problem of finance. There is a failure by government authorities to recognise the importance of library development. Libraries have low priority in the overall development plans of some countries. Because of this low priority, their funding is affected, especially public libraries which in some countries receive funding from the local government. In

most instances funding is inadequate.

### **1.3.2 Problems of acquisitions through Exchange**

In general there are three kinds of exchange that are carried out in Third World countries. National libraries in developed countries offer their publications to libraries in the Third World for exchange, libraries in developed countries offer duplications, and lastly publications are offered on value for value basis.

Exchange of publications between libraries in specific countries does not cause a lot of problems. Problems arise when it comes to the exchange of publications between Third World and developed countries. It is important to note that exchanges in general have unsatisfactory aspects which according to Vanwijngarden [19] are "the failure of some exchange partners to send serial issues regularly; the difficulty in establishing satisfactory reciprocity in the exchange relationship, where there is difficulty in estimating the value of publications sent and received [and] the limitation of libraries to meet the requests of exchange partners for trade books, owing to the growing need of their own libraries in relation to book funds in real terms and unfilled staff vacancies, caused by restrictions on public expenditure".

Third World countries face two major problems as far as the exchange of publications with developed countries is concerned. The first problem is poor communication facilities such as telephone, mail services, transport.

Parcels and letters are opened unofficially by post office staff. As a result of this tampered mail, documents and parcels never reach their destination. The most affected are the incoming mail and parcels from the United Kingdom, and the United states. Since Third World countries face foreign exchange problem, mail is opened in the hope that it contains pounds or dollars since these fetch high prices on the black market.

Postage is increased at any time, yet letters and parcels are not only opened in transit but take a long time to reach their destinations. Telephone and telex rates keep on rising and yet the service does not improve. Because of these problems, some people in foreign countries opt not to send parcels and mail for fear that they would be opened. The majority prefer to send mail using aerogramme since this is the only cheap and safest method.

Even if the posts and telecommunication corporations in respective countries are aware of about what goes on, nothing much is really done to improve the services. In Third World countries, mail is not delivered to the physical location of individual addresses as it is done in the developed countries. Instead, individuals, institutions and government departments have box numbers from which mail has to be collected. Rail road transport is used to carry mail. However, most countries do not have reliable transport: maintenance of vehicles proves to be very expensive since spare parts are very expensive and in most cases are not available and have to imported. As a result

of this several vehicles have to be grounded. All these problems put together renders the postal services offered in Third World countries inefficient, slow and unreliable.

Another problem is that Third World countries often have very little to offer in exchange. This is because, as we have seen, little publishing takes place in these countries. As a result official publications form a major percentage of exchange materials requested by libraries in developed countries. This has an effect on the number of publications libraries are able to receive through exchange programmes. It is worth noting that official publications cover a wide range of subjects.

### **1.3.3 Problems of acquisitions through Donations/Gifts**

Donations and gifts of books are important source of very rare materials. The donations and gifts are made by diplomatic missions, charitable organisations and foundations located in other countries and international organisations.

The unsolicited gifts which Third World libraries receive are often done without regard to the interest of and needs of the recipient library. As a result of this, most of the unsolicited gifts which are given to Third World countries are not suitable. In some cases, the materials donated are either in foreign languages, the background is not suitable for public use or they are outdated. Although donations and gifts of library materials are an invaluable source of acquiring important additions

to library stock, Third World countries do not therefore benefit a great deal from unsolicited gifts.

Some donors only give items they do not have space for. Books bearing discard stamps of other libraries are heaped on Third World countries. Some donors are also attracted by the 'Donated by' label in the books donated, and heap all sorts of books in the library so that their names appear on the labels. As Anyakoha [20] puts it "as far as donors are concerned, a developing country should develop with obsolete materials and not with new ideas. It is a case of the transfer of collection pollution technology".

The most appreciated donors in the Third World are those who give cash donations for books and the British Council which requests librarians to select British publications which are then sent to them. This enables librarians to select books that are suitable for their patrons.

#### **1.4 Electronic Publishing**

As seen above, the state of the book and the indigenous book industries in Third World countries is currently in severe state of crisis, whereas in industrialised countries, there is now a proliferation of electronic publishing technologies and systems. According to Raitt [21] "electronic publishing is "the preparation, storage, and dissemination of information...using computers, telecommunications and terminals". Librarians



and publishers in industrialised countries are excitedly discussing the exploitation of the new technology, the world of CD-ROM and online. Publishers in developed countries are producing or are in the process of producing their products in machine readable form (either on CD-ROM, Online databases or as dual - products published on CD-ROM or online). The number of interactive online databases accessible worldwide has been assessed at nearly 4,000. In the case of CD-ROM, there are over two hundred databases available.[22]

#### **a) Online Databases**

According to Oakesholt [23] "the online services consist of databases (information stores) which can be accessed by subscribers to host systems by calling up on a computer terminal via a telephone link. Information is then displayed on the terminal screen and attached printer". Hosts or vendors make available on a commission or rental basis access to any number of databases via their own computer. Since information is accessed using telecommunication, this enables information to be retrieved from geographically remote databases without the physical access of journals or books. For example, information created in the U.S.A can now be accessed by many countries. Examples of hosts are Dialog, Datastar.

Online databases are the oldest and largest forms of

electronic publishing. According to Raitt [24] "since the first commercially available machine readable databases were established in the late 1960's, online has evolved steadily - moving away from bibliographic databases with their heavy emphasis on science and technology to encompass numeric and full-text databases concentrating in particular on financial, marketing, business information and news". The evolution of online has also seen more end-user as opposed to intermediary searching.

Most of the information published using online databases are based on information found in journals and periodicals rather than books.. Two types of databases that are common in journal related electronic publishing are source databases which offer online access to the full text of the original materials and reference databases which offer access to abstracts and indexes that will guide the user to the original print publication. Examples of online databases are Chemical Abstracts, Biological Science Information Service, Inspec (electronics and physics information) Medline (online version of Index Medicus), Havard Business Review, Lexis (which offers lawyers the full-text of many law report series).

Online databases provide information which is accessed according to connect time. This makes it difficult to determine the budget since costs are incurred according to the number of items of information

obtained or processed, number of searches, usage charge, charges per search, etc.

In online searching, an intermediary is usually required to conduct the search for the end user. This is because online databases have different logon procedures and search strategies, and most systems use complex command languages which the user has to learn. According to Brindley [25] "Online searching... requires extensive training via external courses, continuing practice and refresher training to maintain expertise".

In addition to this, online is not very user friendly. An inexperienced user would therefore get nowhere with an online database, which can be very expensive for the inexperienced user. It is therefore uneconomic to let end users perform their own searches.

Since online databases are updated regularly they are more up-to-date than other sources of information. They provide a centralized source for broad range of information and this makes the user to access a wide range of data from a single host. Information can be accessed as soon as it is mounted without the long delays presently encountered in the delivery of conventional materials. Online systems have gateway facilities which link to other networks.

Online searching also enable a user to conduct complex searches which can not be done manually. The user can obtain output from the database in several forms.

Information can be displayed on the screen and, if required, simultaneously printed on his local printer. The user is also able to down load information on to his floppy disc for later manipulation or printing.

#### **b) CD-ROM**

CD-ROM, which stands for Compact Disc Read Only Memory, is a sister to the Compact Disc Digital Audio which are rapidly beginning to rival conventional recording in industrialised countries. It is a new medium for electronic publishing and was introduced commercially as a storage medium in 1985. According to Saviers, [26] "through a mastering process, data are encoded on [an] optical disc; later, the data are read back using a CD-ROM drive. Normally, a CD-ROM product consists of the database, which resides on the CD-ROM, and the software, which instructs the computer how to access the information, usually distributed on a floppy disk".

The data which are stored on a CD-ROM can be a collection of text, graphics or images. CD-ROM is suitable for relative static information. It is good storage media for archives, catalogues, company reports, dictionaries, directories, dissertations, indexes, financial research reports, etc. CD-ROM databases are available in the following major categories of information: full text, bibliographic/indexing, bibliographic/abstracting and reference/numerical.

Examples of some of these data bases are:- Eric (Education Resource Information Centre) Medline (Index Medicus), Applied Science and Technology Index, Social Sciences Index, Bookbank (British Books in Print) O.E.D. (Oxford English Dictionary), LISA (Library and Information Science Abstracts)etc.

### **Advantages and limitations of CD-ROM**

The first major advantage of CD-ROM is that it has a large storage capacity. The CD-ROM database is stored on a plastic platter disc which is 12 centimetre in diameter. It has a storage capacity of 550 megabytes which approximately corresponds to 1, 500 floppy discs or 250, 000 A4 size pages. At the moment there is no other publishing medium which has such a storage capacity. The heavily used reference sources are now being stored on CD-ROM. Printed reference sources usually take up a lot of shelf space in libraries, since back issues have to be kept. With the advent of CD-ROM we might see a slow phasing out of printed volumes in some libraries.

The second major advantage claimed by CD-ROM is durability. In optical reading, the laser reading head never comes into physical contact with the disc. There is therefore no friction and no wear and tear. Since the surface of the disk is covered with a protective plastic transparent layer, dust, dirt and finger prints can easily be wiped off. However, exactly how long a CD-ROM

will last has still to be determined.

Another advantage is that CD-ROM conforms to the High Sierra Standards for hardware (the physical level which relates to the physical characteristics of the discs, the drives, the way data is recorded onto the discs, the error detection and correction codes has been standardised). It is the only optical disc which has a world wide standard . However, discs are issued with specific software. This is a disadvantage in the sense that there are no agreed standards for the software and some CD-ROM will not, therefore, be universally available.

The fourth advantage is that CD-ROM does not require telecommunication link between the searcher and the information. It is searched in house and is therefore not subject to telecommunication charges and problems. It has fixed budgetable costs since it can either be bought or leased. Since CD-ROM is not subject to time related open-ended database charges and telecommunication charges, the user is able to relax and browse through the database without worrying about how much the search will cost.

The other advantages is that CD-ROM has a retrieval software which is tailored to meet the needs of an expert and novice user. The system uses menus to guide the user through the search . As a result of this, an intermediary is not usually required to conduct the search for the user. CD-ROM therefore has a user friendly interface

unlike online which is not user friendly enough. This encourages regular users to use the systems' full capabilities and also attracts new users.

In addition, CD-ROM offers value-added services. The user of the database is able to download information onto his magnetic disk which he can store and use at a later stage. For example, Whitakers Book Bank and Bowkers Books in Print Plus, which are both on CD-ROM, enable the librarians to download information into their acquisition system. This prevents further keying each time orders are made. This is not the case with traditional publications. Traditional publications do not allow computer searching. This means more limited access points and lower recall. Although they can be used simultaneously with other materials, they require laborious copying from materials to provide print output equivalent.

On the other hand, CD-ROM has limitations. It is not suitable for people who want up-to-the minute information. According to Large [27] "In terms of currency the CD-ROM is more like a printed book or serial. It must be manufactured and then distributed to subscribers, usually by mail". The production turnaround time is between two to three months and it is usually updated quarterly by the issuing of a new disc.

Another limitation of CD-ROM is that at present, a user can only have access to one database at a time whereas printed volumes are easily transportable for

browsing and for simultaneous work with other materials. However, it is important to note that juke box systems that hold multiple CD's are being developed by publishers.

#### **2.4.1 Problems of information systems in Third World Countries.**

The introduction of commercial online database has made it possible for any user who has a communication terminal, telephone lines and password to access a wide range of databases. It is worth pointing out that most of the search tools and databases that are available are produced in a few developed countries. 60% of the databases available in the whole world are in the United States. Libraries in Europe and North America are using these services to provide their users with access to the databases.

Since access to online databases depends on the existence of an appropriate communications infrastructure to connect to host databases in various parts of the world, most Third World countries do not have the technical infrastructure to support such systems. They lack sophisticated telecommunications facilities which are required by online. Although some countries have satellite ground stations, they are not properly maintained because of lack of spare parts which have to be imported and a lack of telecommunication engineers.



This can be seen from Mool's [28] example: "The last phase of Sudan's Um Haraz satellite station was completed in July 1978, giving direct telephone and telex links with 48 countries. By May 1980, however, it was almost completely out of operation and waiting for spare parts, while four or more of the 14 domestic microwave stations were also inoperable at any given time in 1980. The latter had been built by the Americans for US\$18,000,000 but were frequently breaking down, no doubt due to climatic conditions. Repairs were being held up by lack of foreign currency for spare parts and severe shortage of technicians". In addition, most of the satellites available in Third World countries are not suitable for digital communication.

There is also a lack of the necessary software and hard ware, all of which has to be imported from developed countries. Although some computers have been installed in various institutions and organisations, there is a shortage of qualified personnel such as systems analysts, computer engineers to run and maintain the computer systems. Technology is therefore being underutilized. To date, training in these field is not offered by most Third World countries. They therefore have to think in terms of overseas training.

Overseas training involves foreign currency. As seen in earlier on, foreign exchange approvals by central banks takes a long time. This has an effect on the

training programmes in the sense that the required personnel are not being trained fast enough as a result of the delays involved in the approval of foreign exchange. In some countries, it is not only foreign exchange which is problem. There is a problem finance to enable them get foreign exchange. In such instances, these countries wait for scholarships from organisations such as the British Council and Commonwealth Universities to be offered to their members of staff.

It is important to point out that although people are being trained in developed countries, they get attracted to high salaries and better conditions of work in developed countries. Therefore some of them never bother to return to their own countries. Even those who chose to go back after their training are enticed from their countries to developed countries and other Third World countries such as oil producers and Southern African countries. There is therefore a significant brain drain in Third World countries.

There is also a problem of unreliable mains electricity. Unreliable energy supplies pose problems to the functioning of computerised information systems since it also affects the air conditioning facilities which are vital for computers. Because electricity supplies may be less than reliable, computer installations may require the additional emergency power supplies, thus doubling the cost.

Solar energy may be an alternative in some Third World countries.

Apart from the above mentioned problems, there is a problem of cost of online access to international databases. Accessing databases internationally is very expensive and costs such as telecommunication charges and vendors fees have to be budgeted for, although according to Large [29] "this is difficult since online costs are incurred throughout the year according to such factors as the number of searches, the charges per search on the individual database, the number of items displayed at the terminal or printed offline by the host and mailed to the user, and the hosts and networks used".

Access to international database also involves the payment of the costs in foreign currency. This is a problem to Third World countries because of foreign exchange restrictions.

#### **1.4.3 Implications of electronic publishing for Third World countries**

As seen above, the automated information systems are generated and controlled by industrialised countries. This means that Third World countries have to obtain information (which is now becoming an increasing important commodity) from developed countries. The information systems are capital intensive. Due to lack of

appropriate technology, poor countries will find it difficult to obtain the information. In addition to this they also lack funds and expertise.

Acquiring such systems will mean more foreign debt. However it is worth pointing out that some Third World countries, especially oil rich and Latin American countries, have direct access to international online databases. 'Different databases for the international market, especially the developing countries are being developed by international organisations such as FAO, UNESCO, ILO, WHO and UNIDO which are all United Nations agencies. These organisations provide access to machine readable bibliographic databases in their areas of specialization. Some of the databases being provided are AGRIS (International Information System for Agricultural Science and Technology), MEDLARS (Medical Literature Analysis -both online and off-line)' [30]. However, even if these countries have online access to international databases, they still have problems of lack of qualified personnel.

With the advent of online and CD-ROM, database producers are shifting their emphasis from print-on-paper products to magnetic tape. In future, pricing policies might favour machine readable forms and the Third World will have to pay more for the printed sources. Apart from the high price which they will have to pay, they will encounter a lot of difficulties in acquiring printed

products in addition to those already discussed. Researchers in the Third World already face difficulties in carrying out research because they are unable to have access to up-to-date journals. As observed by Arunachalam [31], "with the advent of electronic journal, at least a part of the significant new knowledge would become inaccessible to those who cannot hook on the electronic networks".

This means Third World countries will lack all the up-to-date information regarding education, health, modernization, scientific information, etc. In other words they will lack all the information needed to make progress in different fields of life. This will therefore hinder their progress, since information is a vital element in economic and social development.

Third World countries already have problems in acquiring print on paper publications. Although it is said by various writers that Third World countries can leap frog the paper stage and go straight into using database systems, the problem discussed above make this difficult, and inappropriate technology may be selected for transfer to countries which are not yet ready. If Third World countries do not take urgent measures to overcome the above mentioned problems, the already existing gap between Third World countries and developed countries will become wider, resulting in information gap which is worse than industrial gap.

In order to develop, Third World countries should choose a publishing medium for electronic document handling which are appropriate to their infrastructure and their needs. An example of such a technology is CD-ROM. The same kind of information is stored on both CD-ROM and online databases. In some cases, identical information can be found in an online database and on a CD-ROM.

As pointed out earlier, Third World countries do not have the appropriate communications infrastructure to connect to online database. Even if there are some who have direct access to online networks, it becomes expensive for them to access and retrieve information internationally because of the time related and connect charges evolved.

CD-ROM is searched in-house and therefore is available all the time without any connect time and charges. Since online charges are time related, the geographical isolation of some Third World countries would cause problems in getting access to information sources since telecommunications over long distances usually cause problems. CD-ROM would therefore overcome the telephone, logging on and expensive variable online charges.

Since CD-ROM does not require a highly trained staff to formulate search strategies, it can be searched by the novice thus reducing the problem of lack of

qualified information professionals.

CD-ROM therefore has considerable potential for use in Third World countries. IFLA Journal has an editorial [31] stating that "for libraries in the Third World optical disc technology may, hopefully, hold the secret of their future abilities to cope with improved information, transfer and dissemination". However, it is important to point out that although CD-ROM is an effective media, it is not an answer to all their information needs for the reasons considered earlier. It may therefore prove inadequate. Currently, there is little need for such systems since virtually nearly all the information available on CD-ROM which is required by Third World countries is also available on paper.

In summary, we have seen that there is little publishing taking place in Third World countries. As a result of this most of the materials required has to be imported from developed countries. Importation of these materials is hampered by the following: severe import restrictions, stringent foreign exchange allocations and difficulties involved in effecting prompt payments. The effects of import controls have meant that the number of imported materials reaching Third World countries has dropped.

On the other hand, while publishing in Third World countries is still in the doldrums, publishers in developing countries are excitedly discussing the

exploitation of new publishing technologies (CD-ROM and Online databases). They are busy producing some of their printed information sources in machine readable form and there is fear that some of the printed sources will in future only be available in machine readable form. The use of computerised information systems presupposes the existence of such things as specific economic infrastructure, technology (software and hardware) and a host other specifications. The use of such systems is not yet possible in some Third World countries because they lack the expertise, communication infrastructure and the required technology.

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## CHAPTER 2: UNIVERSITY OF ZAMBIA LIBRARY

### **2.1 Zambia: brief history**

Zambia, which has an area of 752,620 square kilometres (290, 586 square miles) and a population of about 8 million people, is situated in the southern part of the continent of Africa. Lusaka is the capital city. The population is concentrated in the nations capital and along the line-of-rail stretching from Livingstone in the south to the Copperbelt in the north. Copper mining provides the main source of income for Zambia and has had an effect of encouraging an unusually high proportion of urban dwellers compared to most other African countries. Improvements in medical services and changing social patterns have accelerated population growth to the extent that it is estimated that Zambian population is doubling itself every 20-25 years and that half the total population is under 20 years of age.

Geographically, the country is entirely landlocked and bordered by Malawi, Tanzania, Zaire, Angola, Namibia, Zimbabwe, Mozambique and Botswana.

Zambia was previously under the British South African Company rule from the early 1890's to 1923, and then the British Colonial Administration from 1924 to 1963. It became an independent republic within the Commonwealth on the 24th of October, 1964.

The educational system in Zambia is related to the colonial history of the country, which in turn is also linked with the advent of the British towards the end of the 19th century. The Zambian education system is divided into three broad stages:- primary, secondary and higher education. English is used as a medium of instruction in all institutions of learning and provides the means of formal communication.

Prior to the 19th Century, education as it is known today in Zambia was non-existent. Makulu [1] summarises the type of education that existed "we believe that there were forms of education in Africa before the western nations came - the education for life which was part of the life - of the tribe in which the young generation was prepared for its role in society through organised patterns and systematic instruction. Tribal and traditional education was part of the social order of all communities".

This is no longer the case. Zambia now has a modern type of Education and it is interesting to note that illiteracy has fallen from 31% in 1980 to 24.3 in 1989, against the world trend. According to the 1986 Unesco Statistical Year Book [2], in 1983, there were 1 194 070 pupils in elementary and primary schools; 155 088 in secondary schools, teachers' training school and vocational or technical institutions; 4 330 students in higher education.

In the case of libraries, as observed by Lundu [3] "the evolution of libraries in Zambia is very much related to the colonial history of the country. Before the end of the 19th Century, no form of libraries existed in Zambia. Communication among ethnic groups was based on oral traditions, drums, dancing, singing, rock painting and sculpture. The question of conserving such traditions as did exist was the prerogative of the appointed few whose role and duty were to see that traditions and beliefs were passed on from generation to generation".

The features of Zambia's population, ie. population being concentrated in the urban areas with a high percentage of the population at school age have put tremendous stresses on library services. The best libraries are clustered in the cities, or along the line of rail. Table 1 shows the number and types of libraries in Zambia. They are too few to cater for the rapidly expanding urban and school population.

**Table 2**

<u>Type of Library</u>	<u>Number</u>
Corporate, Business Libraries	1
Ecclesiastical Libraries	1
General Research Libraries	1
Government Libraries	5
Public Libraries	4
School Libraries	2
Special Libraries	13
University Libraries, College Libraries	12

source: [4]

## **2.2 Brief History of University of Zambia (UNZA)**

The University of Zambia came into being by an Act of Parliament in 1965, two years after Zambia became independent. The University of Zambia Act of 1965 gave statutory authority to the provisional council (which was set up in May 1964) and established a senate to be responsible for academic matters. The University opened its doors to its first students in 1966.

According to the Commonwealth Universities Yearbook [5], in the late 1965 the parliament of Zambia enacted amending legislation giving the university a definitive constitution, a council being substituted for the provisional council as the supreme governing body.

A new University of Zambia Act was passed in 1979. It provided for the creation of a federal university structure based on three campuses: Lusaka, Ndola and Solwezi (North Western Province). In 1987, following the government's reorganisation of the University, the federal structure was dissolved. Under the new structure two independent Universities, the University of Zambia (formerly the UNZA - Lusaka Campus) and the Copperbelt University (formerly UNZA - Ndola Campus located in ... Kitwe) were formed under the enabling University of Zambia and Copperbelt University Acts, respectively, of 1987 which were effected on December 1, 1987. [6]. Copperbelt is about 400 km from Lusaka.

### **2.3 University of Zambia Constituent Institutions**

The University of Zambia has two institutions - Lusaka campus, which is on a site of 2.6 square km., 6.5 km. East of the city centre, and the Ridgeway campus which is on the premises of the former Openheimer College of Social Work (University of Zambia's initial temporary premises). The Ridgeway campus is adjacent to the University Teaching Hospital and it houses the school of medicine.

The University also has a site in Solwezi but since the plot was acquired, no developments have taken place.

### **2.4 Schools**

The University of Zambia comprises the following schools:-

Agricultural sciences

Animal sciences

Education

Engineering

Humanities and Social Sciences

Law

Medicine

Mines

Natural sciences

Veterinary medicine



## 2.5 Student Population, 1986-1987

Table 3

<u>Full-time</u>	<u>Part-time</u>	<u>Correspondence</u>
3,618	116	631

source: [7]

## 2.6 Research Units

In addition to the above schools, the University has number of research units:-

On the main campus there are five units: Centre for Continuing Education, Centre for the Arts (promotes and develops performing and fine arts through research, documentation and performance), Educational Research Bureau, Kafue Basin Research Project (conducts interdisciplinay research on all matters related to Kafue river basin) and the Technology Development and Advisory unit.

At the former Rhodes - Livingstone site, which is 3km. east of the main campus, there are three institutes: The Institute for African Studies, the Institute of Human Relations and the Rural Development Studies bureau.

## 2.7 Brief History of UNZA Library

The University of Zambia (Lusaka Campus) Library came into existence in 1966. It was then the only university library

in Zambia. According to Mwachalimba, [8] the Openheimer College Library served as the prototype library of the new University... The Library's new (but transitory) location were the two (basement and first) floors of the School of Humanities and Social Sciences... In 1969, the University Library (Lusaka Campus) moved to its permanent building.

In the same year, the University of Zambia Library was declared a "National Reference Library" by the president of Zambia, Dr K.D. Kaunda. At the official opening of the library on August 29, 1969, he declared [9] "let this legend of self-sacrifice on the part of poor people never be forgotten by generations to come. Let it remain as an inspiration to all so that every good that shall come out of this building shall be to the greater glory of the people". The University of Zambia Library comprises the main library and two branch libraries - the Samora Machel Library and the Medical Library based at the University Teaching Hospital.

## **2.8 Structure of the University Library**

The main library consists of the following divisions and units:-

### **1) The Technical Services Division**

This division has three units which perform the following tasks:- book selection and purchase, gifts and exchange,

serials subscriptions, cataloguing and classification.

## **2) Readers' Services Division**

This division administers the reference services, circulations, short loan collection, postal loans and inter library loans.

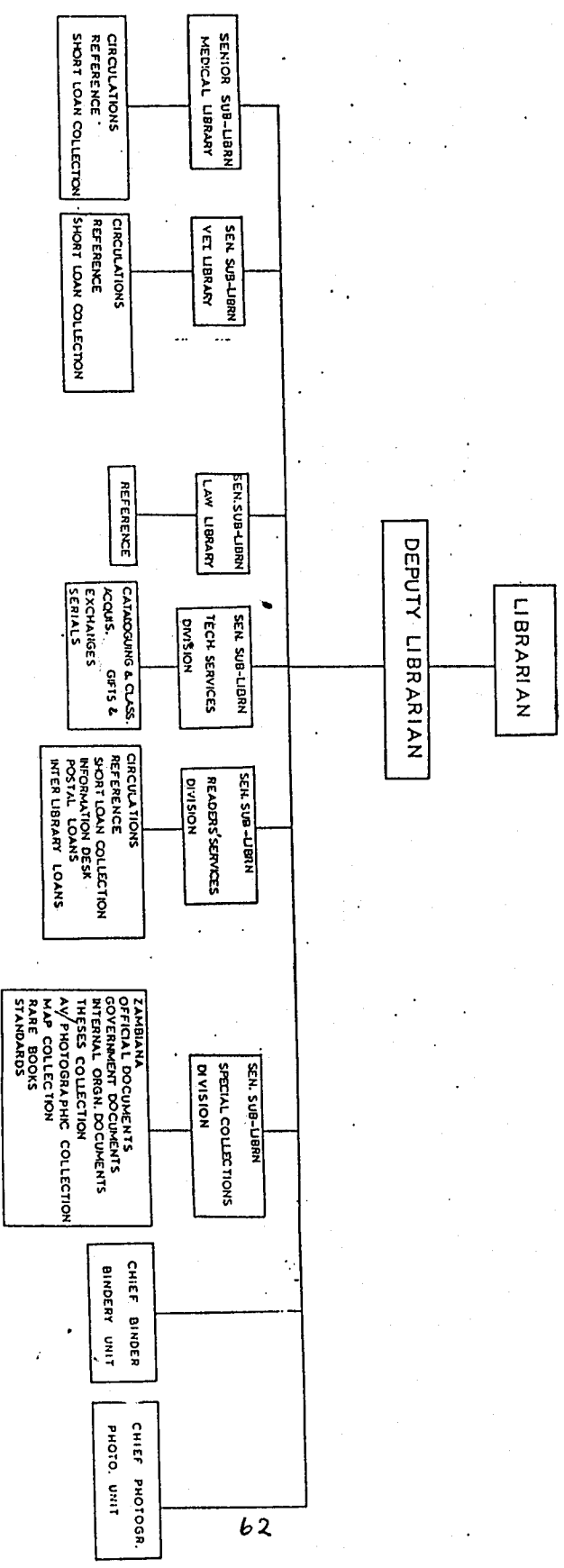
## **3) Special Collections.**

This division comprises collections of manuscripts, audio-visual, rare books, maps, photographs, standards, student projects, reports, etc. Moreover, there are collections of microfilms and reading rooms for microforms.

In addition to the above there is a law library, a bindery unit and a photographic unit. The staffing at UNZA Library is hierarchical and specialisation is by function and process. At the top of the structure is the Librarian, in the second tier, the Deputy Librarian and in the third tier are the sub-librarians who are responsible for either functional divisions or branch libraries (Medical and Samora Machel). Immediately below the sub-librarians are Assistant Librarians who complete the range of senior university library staff. Support staff include Library assistants, Library attendant, clerical and technical staff. (For organisation chart see figure 1).

# THE UNIVERSITY OF ZAMBIA LIBRARY ORGANIZATION CHART

Fig. 1



## **2.9 The mission of the University Library**

The primary function of the library stems from to the University of Zambia's educational functions of teaching, research and conservation of knowledge and ideas. In addition to this, since the University Library was designated National Reference Library, it extends its facilities to the public at large.

## **2.10 Objectives of UNZA Library Collection Development**

### **Policy**

Within the framework of the above mentioned functions, the library is guided by general objectives in developing its collection. These are listed by the Library Committee as [10]:

**2.10.1** To provide and make available library materials required by undergraduate and post-graduate students and teaching and research staff to support their various programmes.

**2.10.2** To assist teaching and research staff in keeping abreast with the new developments in their respective subject fields and /or in their areas of interest.

**2.10.3** To meet its other functions as the designated National Reference Library of Zambia, the library will

collect materials beyond the teaching and research requirements of the University to cater for the general public.

**2.10.3 To collect and preserve all materials**

a) relating to the history and development of the University. This not only includes official records and publications of the University, but also materials about the University published elsewhere.

b) written by any member of the University community.

c) relating to Zambia

d) in other media standard books and periodicals such as microforms or audio-visual and electronic media and others which might come up in future.

e) in the grey literature area such as manuscripts (e.g. theses).

**2.10.4 To engage in resource sharing with other institutions such as inter-library loans and Gifts and Exchange**

**2.10.5 To conserve and store deteriorated library materials.**

**2.11. Divisions involved in Acquisitions**

Acquisitions of library materials at the University

Library is centralised. Acquisitions is only done at the main library and it is carried by the following units/divisions:-

#### **2.11.1 Collection Development Unit**

The Collection Development Unit is responsible for the ordering of all reading material (except periodicals obtained through subscriptions) from a multiplicity of booksellers and publishers. This unit also handle its own gifts acquisitions programmes.

#### **2.11.2 Serials Unit**

This Unit is responsible for periodical subscriptions. It is also in charge of the Gifts and Exchange Programmes.

#### **2.11.3 Special Collections Division**

The special collections division is the main research area of the University Library. It is responsible for acquiring special categories of materials both in book and non-book formats.

#### **2.12 Types of materials acquired**

The library acquires some of its resources by direct purchase both locally and from abroad. For the foreign publications, purchases are done through foreign agents. John Menzies is one of the agents which handle book purchase for UNZA Library, while periodical subscriptions are handled by Blackwells of Oxford and EBSCO

Subscriptions Services of Birmingham, Alabama in the U.S.A.

### **2.12.1 Books**

The library normally acquires not more than three copies of any recommended title by purchase. When a book is available in both hardcover and paperback editions, the book has to be acquired in hardcover. If the book is in several editions, the latest edition has to be acquired unless an earlier edition is specified because of certain reasons.

### **2.12.2 Serials**

The library also acquires serials. (The ALA Glossary of Library Terms [11] defines a serial as a publication issued in successive parts, usually at regular intervals, and as a rule intended to be continued indefinitely). Serials include periodicals, annuals, (reports, yearbooks etc) and memoirs, proceedings and transactions of societies. As a general rule, the library acquires one copy of any serial publication.

### **2.12.3 Special Types of Materials**

The following special types of materials are acquired by the library:-

1) Microforms:- The term microform includes all media in



which the printed word has been reduced in size to a point where it is no longer legible to the unaided eye.

2) Audio Visual Materials:- these consists of materials that combine the senses of hearing and sight. The following Audio Visual materials are acquired: audio tapes and cassettes, video tapes, phonographic records, charts, maps, photographs, kits and models.

3) Government Documents:- The library acquires all documents issued by the Zambian government. In addition to this, it acquires government publications of countries in Southern, Central and East African countries. It also acquires British government documents on these countries.

4) Publications of the United Nations and other International Organisations:- The University Library has a depository status for publications of United Nations and its specialised agencies, for example, Unesco, FAO, Unicef etc. This means that it receives the publications of these organisations automatically as they appear. The library also collects publications of organisations such as the PTA (Preferential Trade Area), the Commonwealth, SADCC (Southern African Development Coordination Conference), IDRC (International Development Research Centre).

5) University Collections:- The library also acquires both published and unpublished research materials by past and current members of staff, students, students clubs and associations and any other organisation which is affiliated to the University. According to the Senate Library Committee [12] "Acquisitions of these materials is by deposit to the library as per Senate regulations requiring all staff of the University, its departments, students and its other affiliates to deposit their published or unpublished documents with the University Library".

6) University Archives:- University archives relates to documents produced by the University including all its affiliated departments and institutes which relate to the administrative, policy, financial, historical and aspects of the University. The bodies concerned deposit materials in the library. The University archives include the following:- University Council and Senate papers, correspondence, annual reports, financial records, personnel records etc.

7) Zambiana Collection:- This is a collection of materials either on Zambia, by Zambians, or published in Zambia. This collection also includes publications on Zimbabwe and Malawi since Zambia has a common historical background with these countries. It also includes African

publications which have a bearing on Zambia.

### **2.13 Size of collection**

Provision of materials is made for all subjects studied in the University. The University Library as a whole has 320, 000 volumes; 2,200 periodical subscription; 1,000 dissertations/theses; 26 400 government documents; 20 music scores; 754 maps; 10,000 microforms; 50 16/35 mm films; 5, 500 sound recordings. [13] There is no provision for electronic publishing at UNZA Library. However, there is an interest. None of the services in the library are automated. Currently, the interest is with the automation of the circulation services.

The special collection accommodates Zambiana, UN publications, university archives, oral literature, government publications on countries in Southern and Central Africa, international documents, rare books, and audiovisual materials. This section is only for reference purposes. There is also a closed-access short loan collection of books selected by academic staff as being in most frequent demand by students.

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## CHAPTER 3: PROBLEMS OF ACQUISITIONS IN THE UNIVERSITY OF ZAMBIA LIBRARY

### **3.1 Direct Purchase**

Direct purchase of library materials gives rise to a number of problems, the general nature of which are discussed in Chapter 1.

#### **1) Lack of adequate publishing**

The observation of Dipeolu [1], that more than 90% of books purchased by African university libraries emanate from Europe and America is very true of the University of Zambia library.

This is because like any other Third World country, Zambia lacks the infrastructure to support indigenous publishing. As Lungu [2] points out, "most international publishers like Longmans, Heinemann, Macmillan etc., had regional offices in Zambia. Owing to the government nationalization of foreign companies, low profit margins and the difficulty in remitting such profits, all of them have closed down their offices in Zambia. However, their existence did not promote indigenous publishing as much as it provided distribution points for what had already been published in developed countries. They existed mainly as clearing houses for their parent companies based in such places as Europe and America".

It is important to mention that the readership for

books required at university level is so small in Zambia that the indigenous publisher cannot hope to make profits by publishing books for Zambia's universities only. According to the Commonwealth Universities Yearbook for 1989 [3], there are only 4,835 university students in Zambia.

In Zambia, the collapsing economy has severely curtailed the flow of books, both from local presses and elsewhere. Major publishers include Kenneth Kaunda Foundation, Multimedia Zambia, the University of Zambia, UN Institute for Namibia, and the Zambia Association for Research and Development. This small team of publishers in fact speaks volumes about the state of present-day publishing in Zambia. A complete list is given in the Appendix. The major publishers are discussed below.

#### **a) Kenneth Kaunda Foundation (KKF)**

KKF (formerly National Educational Company of Zambia - NECZAM) is a sole publisher of primary school textbooks. It also publishes official documentation by government departments and parastatals. The foundation is also concerned with the encouragement of Zambian writing in English. A steadily growing body of novels, short stories, poetry and plays by Zambian authors and writers resident in Zambia is gradually appearing. According<sup>to</sup> the News from Zambia [4], "four Zambian books attracted attention at the Frankfurt book fair [last year] -

Ridgeway Liwena's "The Zambia soccer scene", Kapwepwe diaries" by Godwin Mwangilwa", "Kaunda and the Mushala rebellion" by Patrick Webbe, and "The press in Zambia" by Francis Kasoma".

Although the main function of KKF is to publish school books, it cannot meet the demand for such books. The Director-General Robertson Mukuni [5] points out that "Kenneth Kaunda Foundation cannot meet the demand for school books because the Foundation is self-funding and the school population is increasing".

#### **b) Multimedia Zambia**

Multimedia Zambia is another publisher which has experienced lean times during recent years. It was originally set up to publish mainly religious books, but has now diversified to include novels, biographies, textbooks and plays. During the first three years of their existence (1970-1973) they published no less than 73 titles. However, this impressive record has declined to the point where they only produce a few titles per year.

In the early seventies Multimedia publications took the form of the "How to" series (eg. First steps in dress making by Hancock B.). To these have been added an interesting series of general titles including plays (eg. Mateo Sakala by Kerr, David and Shoniwa, G.,) childrens' books (eg. Adventures of Ackson by Baptie, R.),



biographies (eg. An extraordinary life by Mwaanga, V., Harry Mwaanga Nkumbula: a biography of the "old lion" of Zambia by Mwangilwa, G.) and academic studies (eg. Shacks and mansions: an analysis of the integrated housing policy in Zambia by Knaunder, S.) Multimedia is also publishing secondary level publications. Multimedia is not the only religious publishing house. Denominations such as the Methodists, Baptists and Catholics also publish some materials independently.

### **c) The University of Zambia**

The University of Zambia has a diverse publishing programme at both school and departmental level. Some University Societies such as Zambia Geographical Association, the Historical Association of Zambia and the Zambia Library Association also engage in active programmes.

Of particular significance within the University is the Institute for African Studies, which has a distinguished publishing record dating back to 1938. Once a major publisher of academic works, its publishing scene is depressing. Attempts to set up a university press seem to have failed. However, responsibility for publications which was formerly by the Institute for African Studies has now shifted to a University Publications Office sited on the main campus but still retains the imprint "Institute of African Studies". According to Williams [6]

"the publishing programme at the University of Zambia is now greatly trimmed and badly behind schedule. The publication of books has essentially stopped, and publications of the Institute's "Communications" series has ended".

The main problems seems to have been foreign exchange, lack of skilled craftsmen, difficulties in obtaining raw material and spare parts for machinery. The institute terminated the arrangement whereby its publications were printed and co-published by the Manchester University Press. However, their attempt to get their academic books printed in Zambia has proved disastrous. Since it was established, an average of 1 book a year has been published, together with a series of monographs and a biennial journal. Other University based publications that are behind schedule are: Zambia Law Journal, the Zambian Educational Review, History of Zambia, The Zambia Library Association Journal, and History of Zambia.

#### **Wordsmiths Zambia Ltd**

This company was launched in 1982 by Timoth Holmes, who has a teaching and farming background, and who won the 1985 Commonwealth Poetry Prize for the best volume of poetry in the first time published category, for his Double element, published by his company in 1985. Initially, it was concerned with the production of a

monthly guideline which tells you what's on (in) TV/Travel entertainment. It ceased publication in July 1985 after 26 issues because of lack of advertising support. A guideline yearbook was published in 1985 but the 1986 edition did not appear due to lack of interest by potential advertisers. The company also published The hold-up by Lewis Nkosi (a prominent South African writer, living in exile in Zambia). His book had a disappointing reception probably because it was judged to be too risky because of the present security conscious Zambia.

However, the problems were essentially due to an excessive small potential market combined with appallingly inadequate retail outlets for books (which will be discussed later). According to Williams [7], Wordsmith intends to stay in business, although the exact direction of their future is as yet unclear.

#### **UN Institute for Namibia**

This was set up in Lusaka to provide advance training for administrators and others for a future independent Namibia. Here the publishing scene is quite different since the institute gets external funding and has attractive production facilities.

Publications at this institute are primarily directed to a Namibian studies series focusing on issues relevant to development in a post independence Namibia. Since 1981, it has produced Namibia Abstracts. However,

the future of this publisher is unknown since Namibia is becoming independent this year.

### **Zambia Association for Research and Development**

It was formed in 1984 for the purpose of encouraging research on the position of women in Zambia.

The Association publishes the following: Annotated bibliography of Research on Zambian women; Women's rights in Zambia; proceedings of the National Women's Rights Conference; Preliminary appropriate technology directory for Zambia.

### **2) High cost of book production**

In addition to the lack of adequate publishing, there is a problem of high cost of book production, because most of the raw materials have to be imported. The high cost of production leads to high retail of books which in turn leads to a reduction in the purchasing power of the public. In Zambia, out of a population of about 8 million people, only 356,000 people are in employment.

In 1987, Zambia was reclassified by the World Bank as a low-income country with Gross National Product per person of \$425. This means that the majority of the population have very little in the way of cash income and certainly cannot afford books even if they have a minimum education. Those with a more substantial cash income must meet the cost of housing, clothing, footwear, food,

transportation, fuel and lighting, before they have discretionary money. The extended family, will usually claim a good part of this money, and consumer goods will attract much, if not all, of the rest.

### 3) Problems of finance and foreign exchange

The shortage of foreign currency with which payments have to be made for imported library materials has become a major problem which is bringing about catastrophic consequences in the systematic acquisition of essential material for building up the collections of UNZA Library.

In order to gain a better insight into the way in which the growth of the library has been arrested drastically by the lack of funds both in foreign and local money, it is useful to quote some statistics pertaining to book and periodical acquisitions at UNZA Library from 1967-1983.

**Table 4**

<u>Year</u>	<u>No of Books</u>	<u>No of Periodicals</u>
1967	27,084	3,531
1969	31,180	17,685
1971	11,137	2,327
1973	4,886	1,284
1975	5,863	1,278
1977	3,702	252
1979	4,841	180
1981	2,461	335
1983	1,294	23

**source: [8]**

1967-1975 was not a problem. As pointed out earlier Zambia's main source of revenue is from exports of copper. Between 1966-1975, the university was able to purchase many library materials, because the price of copper was very high and as such foreign exchange was not a big problem for Zambia. After 1975, copper prices started to decline and this had a great impact on foreign exchange allocations to the library. It is important to point out that the University Library is allocated money in local currency but has to request for foreign exchange from the Bank of Zambia. What one has in local currency is almost of minor consideration as the amount of money in foreign exchange is dictated and determined by the authorities concerned and not the applicant. It does not always happen that one is given all the foreign exchange applied for, as that depends on what the government has in its reserves. For example, for 1989/90 UNZA Library requested for \$230,000 for serials purchases but has only been allocated \$95,000. This makes it impossible for the library to subscribe to all the serials. The statistics in table 5 indicate the book fund for UNZA Library between 1983 and

1987. Although book prices have been rising because of book inflation, it is amazing to find that there is no growth in the book fund.

Table 5

<u>Year</u>	<u>Amount in Kwacha</u>
1983	250,000
1984	150,000
1986	250,000
1987	0

source:[9]

In 1984, for example, the sum allocated was reduced by two thirds by the end of the year because the Collection Development Unit had to stop processing book orders from Mid-December in order to divert K100,000 of the book fund towards the 1985 periodicals subscription.

In 1987, no money was allocated to the library for the purchase of library materials in spite of the rising costs of books and the increasing demand made upon the library as a result of the expansion of the academic programmes at the University of Zambia, and we must ask, how does the University administration expect the library to fulfil its prime responsibility of providing materials required by both undergraduate and post-graduate students, teaching staff and researchers. With the dwindling budget, there is no way that the library will meet these needs. The amount allocated is far too small to bring about any worthwhile results in the development of the library resources. It is indeed difficult to imagine how the university administration expect the library to develop with such small amounts of money. As

Asheim [10] points out "...it is ministers of education, the chancellors of universities, and the directors of the budget, who will determine in what direction libraries will go and how much support they will receive. Until they understand the function of the library as an education institution, until they recognise that organised information is a national resource, until they accept librarianship as a profession essential to the nation's welfare, most of our effort will be wasted".

In order to make foreign exchange available again, at a price, Zambia introduced a weekly auction of foreign exchange in 1985 which allowed the kwacha to float against the U.S. dollar. Although foreign exchange was available, it became very expensive to obtain it. For example, in 1987, the kwacha dropped to its lowest at K24 to 1 Dollar. As a result of the high cost of the dollar, the University of Zambia library had to find extra money in order to participate in the bidding of foreign exchange. This was a problem to UNZA Library because of inadequate allocation of financial resources within the University partly due to low priority rating of the library within the university (this is improving however with the new administration in the University. For example, in 1986, the University Library vote for periodicals was K1m. This proved to be very insufficient due to foreign exchange auction system. The library was unable to renew its current subscriptions for 1986 and as



a result could not receive any current periodicals through purchase.

The auctioning system was abolished in 1987 and since that time, Zambia has been experiencing grave problems as far as foreign exchange is concerned. Sometimes successful applicants for foreign exchange to the Central Bank (Bank of Zambia) do not get the foreign exchange because it is not readily available. Answering complaints that successful applicants have not been receiving allocations of foreign exchange, Finance Minister Gibson Chigaga [11] said "We do not make foreign exchange, we earn it. It is granted as it becomes available." It is worth pointing out that a committee to check the use made of foreign exchange allocations will be formed some time this year.

In order to sustain profitability of Zambia Consolidated Copper Mines (ZCCM) and to encourage exports and support local enterprises, Zambia was forced to devalue its currency by 25% from K8 to K10 = \$1 in 1988. Early this year, President Kaunda announced a 60% devaluation of the Kwacha from K10 to K16 to the American dollar. This devaluation has implications on book purchases at UNZA library. This means that money which has been allocated for book purchases by the University Administration will buy less books this year.

#### **4) Bookselling**

The shortage of foreign exchange and inadequately trained and motivated booksellers are major constraints in Zambia as far as bookselling is concerned. As a result of these problems there are no bookshops in Zambia which are sufficiently well stocked and efficient enough to satisfy the needs of university libraries. Some of the bookshops that exist in Zambia are discussed below.

##### **a) Kingstons**

Kingstons (Zambia) Ltd has branches in all the main towns in Zambia. It used to be the major book and newspaper distributor with its Lusaka shop having two sales floors devoted mainly to the sale of books, magazines, stationery, office needs and phono records. To visit Kingstons Lusaka shop today brings home all too clearly the desperate book shortage in Zambia. Books are now confined to the far corner of the top floor perhaps 10% of the total space - the shelves filled with dozens of copies of a few local titles, the remnants of a Russian book exhibition and handful of overpriced imported paperbacks. Most of the former bookshop is given over to foodstuffs, wine, dress material, household goods and the like.

In an interview published in the Zambia Daily Mail, Mr Changufu, Kingstons Managing Director [12] , when

asked if the idea was to turn Kingstons branches into self-service supermarkets chains replied that "they would like to remain a bookstore as much as possible, but this is not possible at the moment". The main reason is because of loss of demand caused by the high prices for imported books. Book purchases in Zambia is now becoming a luxury that few can afford. Kingstons was the only bookseller offering a network of outlets in the country and if it does succeed in becoming just another supermarket chain, this does not augur well for the book trade in Zambia.

#### **b) University Bookshops**

There are two university bookshops in Zambia. One is operated directly by the University of Zambia and the other by the Copperbelt University. These bookshops provide books, stationery and miscellaneous educational requisites for staff and students. They order most of the books required at university level from abroad and stock them in limited numbers for fear of not being able to sell them all while the edition lasts. Because of the rising cost of books, many students cannot afford to buy the basic recommended textbooks and therefore depend on the library.

### **c) The National Educational Distribution Company of Zambia**

This is a bookshop chain run by the government with the aims of facilitating the acquisition of books by the general public and of keeping school book prices under control. The staff is drawn from the Civil Service and lacks appropriate training. These bookshops merely serve as the point of sale for school books and other school items.

### **d) Malasa Bookshop**

This is a privately owned bookshop. It is necessary to differentiate between the European-run and the Zambian managed bookshops. The European run bookshops have in depth collections are spacious and employ qualified staff. This is not the case with privately owned bookshops in Zambia. These bookshops are only interested in handling European or American literature. Locally published books are seldom found.

With the foreign exchange problems that Zambia is facing, Malasa bookshop is unable to import books and as a result it now only stocks stationary, greeting cards and very few books.

### **e) Christian Bookshop**

This bookshop suffers from the same problem as the privately owned Malasa Bookshop. It lacks trained staff

and the lack of foreign exchange restricts its book imports. It only sells religious publications, office stationery and greeting cards.

Joseph Okpaku [13] concludes that of the best books, even those in great demand, have failed because people could not get them in the bookstores. "Distribution in [Zambia] is most inadequate, and for the Zambian publisher, almost non-existent. Things are much better with textbook distribution, but that is a very different system. Zambia needs more and better bookstores". The departure of foreign publishers therefore deprived libraries in Zambia of local distribution of library materials.

#### **5) Geographical location of Zambia**

Marion T. Reid [14] uses the term "Tyranny of Distance" to describe in a way just what havoc distance can play with communication. The "Tyranny of Distance" causes considerable problems to the supply of materials to UNZA Library. Zambia, as pointed out earlier, is a land locked country and is thousands of miles from the main suppliers in Europe and North America. This means that Zambia has to use other country's ports and as a result of this, it has to pay heavily for the importation of everything in so far as trade routes are concerned.

Because of the distance, a long time must elapse between the request of titles and their actual receipt.

As pointed out by Lungu [15] "In Zambia... it takes 6-12 months from the date of publication and mailing of an issue to its arrival in Zambian library. Airmail postage is only considered in very exceptional cases because it is too expensive. This means therefore that at any given time when orders are moving smoothly, there are too many issues scattered throughout the trade routes on their way to a particular destination. For a start, it increases the chances of the materials going missing en-route to their intended libraries. They are also susceptible to damage or indefinite delays due to possible industrial disputes somewhere along their complicated routes. This sort of situation disturbs the regular arrival patterns of the [materials]. This makes it difficult to determine what has not arrived, and preparing claims for missing items can become an intricate undertaking. Sometimes some issues arrive in a damaged condition. Returning damaged copies to publishers by surface mail also takes between 6-12 months, thereby adding up the total turn-around time to between 12-24 months. By the time the claimed damaged issue reaches the publisher, it will almost certainly be out of print".

This delay in the receipt of materials has an effect on the Serials collection in UNZA Library in the sense that some volumes of journals stay unbound for years until a copy of the missing issue can be found at a cost within the resources of the library. Substitute issues

are usually beyond the library's financial means.

In addition to the above problem of geographical location, there is the problem of geopolitical location of Zambia. Since Zambia has its routes passing through neighbouring countries, some of them pass through countries which are unstable or hostile. As a result of this hostility, trade routes between such countries are affected. Zambia has several times been forced to channel its imports through new and unfamiliar routes. This problem was experienced by Zambia especially during the liberation wars of Angola, Mozambique and Zimbabwe. These routes could not be used and Zambia had to rely heavily on the Northern trade route with its Daresaalam port. Heavy reliance on this port resulted in congestion of goods at ports. It is important to point out that first priority is always given to goods which are urgently needed by the government when it comes to clearing goods at the port. Books therefore had to lie at the port for a long time before they are cleared. This aggravated the problems of delays, losses and damages to materials.

#### **6) Staff Problems**

Another problem is the shortage of trained staff both in the Collection Development Unit and Serials Unit. Ideally in the Collection Development Unit, there are supposed to be three or more professionally trained librarians with the necessary essential orientation for the duties of the

acquisition unit. There is only one professionally qualified person in the unit. It has not been possible to employ more people at professional level in the unit due to internal personnel problems.

Another problem is that the professionals who are employed in this unit do not stay long enough on the job to acquire the necessary experience. It is interesting to note that since 1987 to date, this unit has had five different professional staff running the unit.

As for the Serials Unit, Lungu [16] summarises the problem "In general staffing of serial collections has usually been based on availability of staff rather than subject specialisation of such staff. This is to say that professional staff have been assigned to develop serial collections not because they have specialised training or harbour special interests in serials collection development, but because someone has to do it".

'Selection of library materials at UNZA Library is done by the academic staff. These make recommendations for the acquisitions of library materials in their subject fields to the library. Other members of the University and students may also recommend titles for purchase. However, the librarians are responsible for ensuring the overall quality and balance of all subject areas and the entire collection.' [17] It is important to mention that in the University of Zambia library as a whole, there is no professional member of staff who is



trained in the pure and applied sciences. This causes problems, since, as Ombu [18] points out "this means that effective selection in the pure and applied sciences tends to be left only to faculty members, which can be problematic in the end, since this often leads to unbalanced collections as teaching staff change emphasis in research and teaching areas, or leave on resignation or for some other reasons".

### 3.2 Donations

The university library receives a fair number of solicited and unsolicited gifts from donors either in the form of materials and funds. The donors range from departments of central governments in some countries, through international and national institutions, to individuals. In 1987 the library received 8,771 volumes through donations. So far this year the library has received 661 volumes. Most of the materials donated in 1987 and this year are from Brother's Brother International, Korean Embassy and Russian Embassy.

Problems faced by UNZA library are mainly to do with unsolicited gifts, because these are made without regard to the interest of and needs of the university library. It could be asked, but why accept them if they are not relevant to your needs? This is the question Dim [19] has asked in his 'defence' of British aid programmes to Nigeria. Lancour [20] has an answer to this question.

"The fact is that recipient countries are reluctant to criticise because it puts them in an embarrassing position of appearing to be ungrateful".

As seen earlier, the library receives donations from the Korean and Russian embassies. In most cases these donations are unsolicited. The only drawback with donations from these embassies is that most of the material donated is full of propaganda literature which tend to have no direct relevance to the collection development of UNZA Library. Apart from not being useful, these unsolicited gifts lead to duplications of existing collections and storage problems. Lungu [21] gives a practical illustration of this problem. "In 1979 the University of Zambia received about 32 large carton boxes from a prominent WHO executive. It turned out that more than half of the contents were old copies of the Lancet and the British Medical Journal. Apart from the fact that these constituted a duplicate collection, the library was already experiencing storage problems with its own back issues of the same title. To make things worse, the library was even asked to refund the postal charges incurred by the donors".

Another problem the University library experiences is that some donors make donations with strings attached which in most cases do not always tie in with the collection development policies of the University of Zambia Library.

The most appreciated donor is the British Council with its ODA Book presentation scheme. For example, it gave the University of Zambia library a book purchase grant of 19,800 pounds sterling for 1987/88. Out of this grant, each school/centre of the University was allocated a certain amount of money for the purchase of British published books relating to their fields and the library had to submit to the British Council office in Lusaka a composite list of all the books that had been selected. Since the library was not allocated any money in 1987 for the purchases of library materials, the ODA grant of 1987/88 was their only source of funds for the purchase of books and periodicals.

Apart from the British Council, there are other donor agencies such as the Swedish Agency for Research Cooperation (SAREC), SIDA, Netherlands Universities Foundation for International Cooperation (NUFFIC), and WHO which play a very important role in the procurement of periodicals for the library. The problems with these donors is that they tend to support selected programmes mostly the science-based disciplines. At UNZA Library, support is concentrated on the school of Veterinary Medicine, school of Medicine and other sciences. Although the help rendered is very much appreciated, it has implications in that it may lead to unbalanced development of the collection.

Another problem connected with these donors is that

their assistance is not finite and may come to an end abruptly thereby landing the library with the problem of scouting for funds to continue paying for subscriptions.

### 3.3 Exchange

UNZA Library also acquires materials through exchange of publications with 75 institutions. Such exchange agreements may either be initiated by UNZA library or other institutions. The consideration and decision to exchange publications is based on a value-for-value basis.

The library only has a limited number of publications available for exchange and these are as follows:

African Social Research (published half-yearly by the Institute for African Studies) Calendar, History Department Occasional Publications, History in Zambia (a newsletter of research being conducted by the members of the Zambia Historical Association), Journal of Adult Education (a bi-annual journal of contemporary issues in Adult Education published by the Centre for Continuing Education), Legality (a publication by the Law Students), Research Reports (irregular publication on research being undertaken by University Staff), School Handbooks, University of Zambia Library Bulletin (accessions list), University of Zambia Library Occasional Publication, Zambia Educational Review, Zambia Law Journal, Zambia

Library Association Journal and Newsletter, Zambia Libraries, Zambian Papers, and Zango.

The limited number of publications offered in exchange restrict the expansion of the exchange programme. Some of these publications are not issued on time. For example in 1985, out of all the publications the library offers for exchange, only The University Calendar, School handbooks and Zambia Educational Review had current issues during the year. This causes problems. As Bandara [22] explains, "it is also difficult and embarrassing for the exchange assistant to write to a partner claiming a missing issue knowing very well that one's own part in the two-way arrangement falls far short of satisfactory performance".

Exchange of publications with fellow Third World countries also gives rise to problems in UNZA Library. Some foreign publications go out of circulations without warning. In addition, some publishers change addresses without notice or even information about their new addresses. Some editorial boards also change frequently. As Lungu [23] puts it, "these changes consequently affect editorial policy as well as circulation and exchange agreements. This brings about an atmosphere of uncertainty in respect of certain exchange partners, and consequently disrupts the smooth running of the exchange programmes".

### **3.4 Deposit**

The library acquires materials through deposit. Under the University of Zambia Senate regulations, members of staff are required to deposit three copies of their off prints and one copy of other work (published and unpublished) with the University Library. University departments, students and other affiliated bodies are also required to deposit their published or unpublished documents with the University Library.

As mentioned earlier, UNZA Library also has a depository status for UN documents and its specialised agencies.

The only problem with this method of acquisitions is that some members of staff sometimes forget about the standing regulation. As a result, contacts with members of staff have to be made to ensure that the materials are deposited with the library.

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7. Williams, ibid. p207
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23. Lungu Op.cit. p195

#### CHAPTER 4: SUMMARY, CONCLUSION AND PROPOSALS

An attempt has been made in this work to highlight some of the major problems and difficulties that are being encountered by librarians in Third World countries in general and University of Zambia Library in particular in the acquisition of library materials. The problems faced by Third World countries in general as far as direct purchases of material is concerned are: lack of adequate publishing and the underdevelopment of the book trade industry. As a result of this, librarians have to import most of their materials. This brings about the problem of time lag between the placement of an order and the receipt of orders due to the distance from the source of supply. Other problems are the sluggish manner by which library bills are processed by the institutions accounts, import control regulations and lack of foreign exchange,

As for gifts and exchange, most of the unsolicited donations that are made to libraries in the Third World do not meet the needs of libraries. Exchange of publications is hampered by poor communication facilities and because of inadequate publishing, in these countries, libraries do not have many publications for exchange.

Most of the above problems are also faced by the University of Zambia Library. In addition the Library faces problems of staff and inadequate funding. Since

UNZA Library is an Academic Library it has to acquire materials which meet the needs of students, lectures, and researchers. There is no way that this library can meet all the needs with the dwindling budget that it is given for purchases of library materials.

Problems of material acquisitions at UNZA Library are compounded by the geopolitical location of Zambia. Because Zambia is a landlocked country, some of its trade routes pass through countries which are hostile. This makes the importation of library materials difficult.

With the limited number of publications which the library has for exchange, it is only able to acquire a limited number of publications through exchange. In addition to this problem, the irregular appearance of journals meant for exchange at the University of Zambia makes it impossible for the library to meet its commitments regularly.

In the area of electronic publishing, there has been a vigorous growth in the use of online systems and CD-ROM in industrialised countries. This is not the case with most Third World countries because of problems which they face as far as the use of these systems is concerned. The problems faced by Third World countries are: lack of professionally trained staff who are necessary to organise effective information systems, underdevelopment of technical infrastructure necessary to support such systems, financial constraints, especially foreign

exchange with which the necessary software and hardware have to be imported, poor telecommunication facilities and poor power supply. These problems limit their use of computerised information systems. This has implications for these countries. Since publishers in developed countries are producing some of their printed information products in machine readable form, there is a fear that in future, some of these products will no longer be available in printed form. The Third World will be at a very big disadvantage since they will be unable to acquire information which is vital for economic and social development. The existing gap between the south and north will therefore be wider. The only electronic publishing technology which is promising to Third World countries is CD-ROM since it does not require highly trained staff, it is available at all times without connect charges and therefore does not require telecommunications. It has a lot of potential for use in Third World countries but is not yet an answer to all their information needs.

The conclusion drawn from the review of acquisition problems of Third World countries in general and University of Zambia in particular and the problems of computerised information systems can not be encouraging, nor can the present gloomy picture be expected to improve overnight. Thus until that day when Third World publications of quality are available in sufficient

quantity (and this is not in the foreseeable future), libraries in the Third World have to turn their eyes to foreign supplies. And as long as most of the library stock has to be purchased from abroad, and the foreign exchange regulations remain as tight as they are, the problems arising out of this situation will probably continue. The problems of the use of electronic publishing technologies will probably also continue as long as Third World countries continue to depend on developed countries for such systems. It therefore remains up to respective governments and all those involved in acquisitions and providing the infrastructure for transfer of information systems to take concrete steps to improve the situation. Finally, having painted a somewhat gloomy picture throughout this work, it would be unfair to finish without suggestions of possible solutions to some of the problems.

1. Publishers and booksellers in Zambia should be trained in modern techniques of distribution publicity and promotion. Seminars and training courses should be organised for this purpose.

In addition credit facilities should be granted to booksellers under the supervision, control and discipline of publishers and booksellers association. Authors will be happy with better remuneration, publishers will benefit more from large sales and the public at large will be happier to obtain books of their choice.

2. The governments of the Third World countries have a major role to play in the promotion of a viable book industry. Governments in Third World countries should therefore contribute in this direction by forming a National Book Development Council whose function would be to promote book development through advice and assistance to publishers, editors, writers and others who are engaged in book industry. In addition to setting up book councils, these governments could do more by relaxing exchange regulations and import licensing systems as applied to materials for book production. Importers of raw materials for books, printing and publishing equipment should also be exempted from taxes and postal rates.

3. International organisations such as United Nations specialised agencies (FAO, ILO, Unesco), the World Bank, WHO etc, are very active in providing materials in their areas of specialisation to Third World countries. Grants are also being given by organisations such as the British Council to help countries in the Third World buy library materials. However, in general aid which is being given by these organisations does not match the scale of the problem. There is great need for these organisations to increase the assistance offered.

Librarians in these countries should determine their

priorities since each type of library has its own priorities. 'After the priorities have been determined, librarians through their professional associations should alert and vigorously lobby the international organisations and other aid agencies about the book famine problems in their countries, stressing the enormity of the current situation and its implications and urging positive and immediate action'[1]

4. If the University Administration is keen to see that UNZA Library discharges its functions properly, and support all the instructional and research programmes of the University of Zambia, it should show positive signs by making sure that all the established university library posts are filled with the necessary qualified people capable of providing a dynamic service to the University community.

5. Since the effectiveness and quality of a library is assessed by the quality of stock, it is strongly recommended that the University administration improve the funding of UNZA Library in order to enable it purchase most of the books and periodicals required in order to meet the needs of the users.

6. As for the problem of foreign exchange with which purchase of materials have to be made, publishers in

industrialised countries should sell their unsold stock to Third World countries at cost price or lower. In order for this venture not to be a book dumping exercise, only books and reference materials which are badly needed by libraries in the Third World should be offered at cost prices or lower prices.

7. The organisations which make unsolicited donations to all libraries in the Third World should not make these donations without due consideration of the needs of the receiving country or library. Many libraries in the Third World have qualified librarians who are knowledgeable about book selection. All that these donors could do is to supply current selection tools, and allow selection to be done by the librarians who understand the needs of their clientele better. The donors could arrange for transportation of the donated items. This could be better appreciated than exporting volumes of unsuitable materials which give rise to storage and disposal problems.

8. In Third World countries, there is an urgent need for a well constituted organisational framework for cooperative acquisition schemes both at national and regional level. This would reduce costs and eliminate unnecessary duplication by providing libraries with knowledge of the holdings of other libraries. One way in



which cooperation can be effected is through the promotion of interlibrary loan arrangements among the libraries in a country and region. Since no library can be expected to obtain all the required materials, the use of interlibrary lending in obtaining materials not held in a library is both recommended and essential.

The above also applies to the University of Zambia Library. The library should form cooperative acquisition schemes with the other research libraries within Lusaka such as National Council for Scientific Research Library, Maunt Makulu Agricultural Research Station Library. Since these libraries are in the same locality, librarians can visit those libraries in their area and arrange for loans and any other business with very little problem.

At regional level, Zambia should form cooperative acquisition schemes with SADDCC (Southern African Development Cordinating Conference) English speaking countries. SADDCC countries include Zambia, Tanzania, Kenya, Uganda, Zimbabwe, Malawi, Botswana and Lesotho.

Mozambique is the only non English speaking country.

9. Third World countries should form cooperative exchange schemes in the form of International book exchange centres which must be run by active and interested staff in exchanges who should have a knowledge

of foreign languages. These centres would act as central stores of duplicate and surplus materials from all libraries throughout the world. The function of such centres would be to accept and store these materials, compile and mail to its members lists of materials that have been received and to distribute the publications that have been requested by its members. This will enable libraries in the Third World to have a wide selection of materials for inclusion in their collection.

10. Information is vital resource for social and economic development. The infrastructure costs of setting up online systems in Third World countries which do not have online access to international databases would be very high and in many areas local and regional telecommunications facilities would not be adequate. These countries should therefore create specialised Cooperative National information handling Centres which would subscribe to databases on optical disks and make the service available nation wide to organisations, institutes and possibly isolated potential users.

Countries with online information systems should also form National information handling centres. These centres would access bibliographic online databases and then later as need arises develop access to full text online databases (hosts should have special online charges for these centres). The information accessed

would then be repackaged into formats that would be suitable to users.

Donor agencies such as Unesco, IDRC etc., should assist Third World countries in setting up such centres. Respective countries should also pool their resources to ensure the continuity of such centres.

Oil-rich Third World countries in the Arabian Gulf have set up GULFNET through which six Gulf Cooperative Council (GCC) countries have connected their computers for the exchange of information among scientists and researchers in the region.

A similar network is planned for the sub-continent of Africa in the form of PADIS (Pan-African Documentation and Information Service). It was created in 1980 to establish data banks and to provide a computerised information service. SADCC countries are also planning to establish a networking centre called SADIS (Southern African Documentation and Information System) whose role is to gather, coordinate and disseminate information of relevance to all the SADCC countries.

Other Third World countries should give serious consideration to matters such as resource sharing and use the above as models.

11. As for the problem of qualified information scientists to run these centres, industrialised countries should be requested to generously provide scholarships

and other forms of assistance to enable successful candidates in the field of information science to obtain higher qualifications. Equally important is the provision of short courses and study tours and attachments. This would assist in stimulating new approaches to their jobs and widen their horizons through the contact made and ideas acquired during such courses, study tours and attachments.

#### END NOTE

1. This suggestion was first made by Zell and appears in LIBRI 1987.

## APPENDIX

### LIST OF PUBLISHERS IN ZAMBIA

1. African Literature Centre
2. Apple Books
3. B and T Directories Ltd
4. Baptist Publishing House
5. Bible Society of Zambia
6. Buffallo Treads (Z) Ltd
7. Copperbelt Christian Publications
8. Daystar Publishers
9. Directory Publishers of Zambia Ltd
10. Evangelical Church Christian Educational Department
11. Falcon Press
12. Harmony Publishers
13. Kabwe Press
14. The Kenneth Kaunda Foundation
15. Lutheran Church of Central Africa
16. Mindolo Ecumenical Foundation
17. Mission Press
18. Multimedia Zambia
19. Unity Press Ltd
20. Wildlife Conservation Society of Zambia
21. Wordsmiths Zambia Ltd
22. Zambia Association for Research and Development
23. Zambia Geographical Association

24. Zambia Industrial and Commercial Association

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