

**EFFECTIVE RECORDS MANAGEMENT SYSTEMS IN ACADEMIC
LIBRARIES: A CASE STUDY OF KAMPALA
INTERNATIONAL UNIVERSITY
USERS RECORDS**

BY

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DECLARATION

I here by declare that this work is solely original and my own effort. It has never been presented for any academic award in any institution or for any other non-academic reasons.

Student's signature *NDS* Date: *14/10/2012*

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APPROVAL

This research is solely an original work of Nabirye Monic under the supervision of Madam Agabirwe Patience.

Supervisor's signature. *Agabirwe* Date *20/08/2012*
Madam Agabirwe Patience.

DEDICATION

This dissertation is dedicated to my beloved parents DR. Kibiike David, Mrs Wandawa Edith plus my sisters Martha and Rebecca.

ACKNOWLEDGEMENT

First, I would like to enormously honor the **Almighty God**, the creator and donor of everything, for the gift of life and love, wisdom and knowledge, strength and courage. He has endowed me with since I came into this world up to this current day. May His glory and honor prevail forever and ever more!

Heartfelt gratitude are advanced to my dear parent DR. Kibiike David who tirelessly and devotedly struggled to raise me up from my childhood to date by offering me the gift of love and education up to this level. Furthermore; my mother Mrs. Wandawa Edith, sisters and friends for the wonderful financial contribution towards meeting my social, emotional and academic endeavors, thank you so much.

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LIST OF ACRONYMS AND ABBREVIATIONS

- ERMS - Effective Records Management System.
- ICA - International Council on Archives.
- ISO - International Standard Organisation on Records Management.
- KIU - Kampala International University.
- RM - Records Management.

ABSTRACT

The study intended to focus on the effectiveness of records management systems in academic libraries, with a case study of Kampala International University. The study was focused on the types of records kept, values of records, records management systems, elements of records management systems, types of records management systems, effective records management system of print and non-print records of library users, effective records management strategies, managing Academic Library records, then problems and challenges of effective records management system of library users records in Academic libraries and the possible solutions to the problems.

The data collection methods and tools used included use of questionnaires, interviews, and observation and documentation analysis. These helped the researcher to find out in detail the data concerning the topic.

The population comprised of Librarians, Assistant Librarians, Library Assistants and deputy University Librarian. More than 64% were Assistant librarians and the other percentage implying that there are a fewer librarians and library assistants.

It was discovered that KIU has the largest population of paper records and this implies a high rate of deterioration.

The researcher however noticed the application of some few measures, like fumigation and off-site storage used by the Institution to curb down the rate of deterioration.

General conclusions were made in relation to the study and recommendations were given to the academic library of KIU to address various problems which included; the use of on line records management systems and creation of e-records and advancement in digitization, use of curtain blinds to reduce light and use of back-ups and support records, among others.

CHAPTER ONE: INTRODUCTION TO THE STUDY

1.1 INTRODUCTION

This chapter presents the background of the study, statement of the problem, purpose of the study, objectives of the study, Research questions and Justification of the study.

1.2 BACKGROUND OF THE STUDY

The concept of Records Management

This is the process by which an organization determines what types of information should be considered as records. Penn, Pennix and Coulson (1994, p.5) describes records Management as the determination in what manner and for how long each record type should be retained to meet legal, business and regulatory requirements.

Records management is the process of ensuring the proper creation, maintenance, use and disposal of records to achieve efficient, transparent and accountability. According to Gils (1994), it is a practice, which involves identifying, classifying archiving, preserving and destroying useless records.

Harrods Librarians Glossary (1995, p.24) defines records management as, “the handling, efficient storage and efficient use of record on paper as in other format including electronic records from their creations through the managements of currents and non-current records to the archival stage”

The fundamental purpose of records management is to preserve valuable records permanently and make them available for use. Records need proper managements in order to be usable.

Enyaondo (1992, p.24) concluded that records are the backbone of the organizations for their functioning. He found that this important resource is not maintained by some organizations, they are exposed to all risks and dangers. He goes on to state the fact that records are vital in all government operations and

call for proper and efficient management of records in organizations since records are the backbone of organizations without which can result into problems in their daily operations.

Wallaces (1998) emphasizes that; “....An office would be disorganized greatly if it to rely on memory for preserving every transaction. There would be no hard cards, memos, invoice, computer tapes, personal record, microforms, letters or other types of record to support the office functions’’. Recorded information is vital to the survival of the organizations and Institutions.

According to the digital asset management Chicago (2009) the purpose of managing records is to promote economies and efficiencies in records keeping assuring that useless records are systematically destroyed while valuable information is protected and maintained in a manner that facilitates its access and use.

According to university of Edinburgh records management section Chicago (2009) there are many benefits gained from implementing records management system. The university records management framework document identifies the main benefits for example that the university hopes to gain by introducing and improving records management practices.

Managing records improves the use of staff time by reducing the time spent looking for information. The reduction is achieved because information can be retrieved quickly and reliably. A number of organizations have tried to calculate how much staff time is spent retrieving information; one estimate from a consultancy firm is that 10% of administrative staff time is spent retrieving information of one sort of another. Estimate from Scottish executive is that managing information better could save an individual a half hour a day.

Managing records facilitate the sharing of information. This enables staff to access the collective memory that provides precedents for actions and should

prevent the need to spend time and resources “re-inventing the wheel” “better access to information also improves decision making.

Managing records optimize the legal admissibility of our records and by doing so will protect individuals and the organization from malicious litigation as society becomes increasingly litigious. Legal admissibility is optimized when we can demonstrate the authenticity of our records. For example as electronic records are increasingly becoming the “golden copy” and as records in this format present special challenge, it is important that proper consideration is given to the legal admissibility of our records.

Managing records identifies how long records are needed and by doing so identifies those records that are needed in the medium and long term when those records are held in electronic format. It is crucial that they are identified as soon as possible to protect them from loss. Electronic records are increasing difficult to access over time because of hard ware obsolescence, soft ware updates and storage media failure. Records management identifies those records that need to be protected for future use and implements appropriate protection methods.

In short, managing records improves control over our information assets, which has benefits in freeing up staff time and other resources and will help individuals and the organization from various risks. Records management means that we do not have “muddle through” hoping that all will be well for example by placing too much reliance on the memories of a few individual.

A systematic records management program adds value to the daily functions of the staff. The University benefits when the staff practice effective records management. In this way, effective records management help in quick location of information when needed therefore a systematic method of management of records must be established (Violets 1983, p. 114)

Effective Records Management is helpful for operational guidance, reporting to auditors, documentation of intellectual capital, evidence in litigation and a variety

of other tactical and strategic drivers. Information records with critical informational content must be locatable and retrievable quickly and accurately (Phillips, 2006)

Records must be effectively managed because they must be utilized. Thus, Records serve as the memory of Institutions to various values to the firm. Once received, records provide the recipient with information needed to transact business hence must be valued (Wallace 1983, p: 4)

The purpose of effective records management department is to provide support service to the corporate department, subsidiaries and operating divisions of the organization. Although a record management system is conceived as an operation that is not directly related to the success of a firm, it provides an important backbone for the success of the Institutions operation (Smith 1995)

According to Diamond (1995) says that user's records management programs result in both long and short-term benefits to the Institution. Some of them include faster retrieval of information and fewer records lost or misplaced. However, most importantly is the need to comply with the legal retention requirements, which saves the Institution from the risk of destroying the records to produce them when legally required to adopt the costly practice of keeping them. This saves the University from forming record management program after litigation has occurred.

Basing on the above benefits of effective records management, the researcher investigated effective records management systems in university libraries, a case study of Kampala International university library.

1.3 BACKGROUND OF THE STUDY AREA

1.3.1 Kampala International University (KIU)

Kampala International University (KIU) was founded in October 2001 with the vision of a private institution of higher learning opportunities to students in East Africa and beyond.

The University is made up of two campuses, the main campus that is located in Kansanga, along Ggaba road, a rapid growing suburb 5km from Kampala city center KIU has branches in Kenya and Tanzania while the other Ugandan campus is located in Bushenyi.

Kampala International University is chartered by the government of Uganda as recognition and acknowledgement of its ability and competence to offer relevant . It is a member of preeminent bodies such as common Wealth Universities, Association of African Universities and the Inter-University council for East Africa.

1.3.2 Background of KIU library

KIU library started at the beginning of KIU University itself in October 2001, it started out as a small one roomed station that served the students of the university at its inception. By 2008, the Library had grown and extended to other premises in a building that could accommodate more than 3000 readers at ago. By 2010, the library extended into yet another room with the addition of the postgraduate wing of the Library; this increased its total accommodation to more than 5000 users with more than 30 members of staff. In 2011 the library embarked on another extension process with the building of a new library which is expected to accommodate more than 20000 users at ago, it is expected to be ready for use by the end of 2012.

1.3.3 How Students and Users' records in KIU are kept

In KIU main library, users and students' records are being kept in such a way that before any student must borrow a book, he or she has to register some details in a register book. The name of the student or user, the date on which the student or user has borrowed the book, author of the book, title of the book, class number, and the date when the book must be returned to the library, are some of the major details that are recorded in this book. This is always done to remind the borrower of the date at which the book should be returned and the librarian gets to know which books have been borrowed out and those that are missing. This always takes place at the reference desk.

Secondly, users or students' records such as library cards, borrower's cards and other papers that contain information about the users are kept in boxes which system has some challenges such as the ones sited below;

Shortage of space is also another challenge that is faced by staff due to management of records manually. Since they base on paper work in the office this consume a lot of space unlike the other systems like digital system whereby you need to convert the data in a digital form and it take small space unlike the manual system where you need a lot of space for the big piles of files.

Time consuming is another challenge in the organization; since they manage information manually they take a lot of time to look for the information they need since they have to go through piles of paper in order to get the information that they need and this takes a lot of time unlike the other system of management like digital system.

Dust is also another challenge that faces the registry department, since the deal with paper work there is a lot dust in the files that have become old and this caused a lot of diseases like flu, cough and other and these have affected the

immune system of staff workers, hence led to delay in the work in case a staff becomes affected with this challenge.

1.4 MOTIVATION OF THE STUDY

In the first place, I did my internship at Kampala International University (KIU) and therefore had a chance to observe how records were managed in that Institution. I discovered that most of the records' professionals around the world have been slow in responding to the challenges of new technologies and information systems. I went ahead to observe the unfortunate bit, that the biggest percentage of KIU library users' records are in manual form and are mostly kept in boxes.

Therefore, the need for modern records management systems must be emphasized. Due to the value of records in managing students' records and making users of the library work easy, records managers, and Librarians, there is a substantial need to care for them.

In most universities, such as KIU, records management has not been practiced and this has led to constant loss of important records. It is unfortunate that some records, once lost, may not be recovered. Therefore, any carelessness may breed serious repercussions. The researcher therefore has found it very necessary to carry out research in Kampala International University as a representative for other Universities in Uganda.

1.5 STATEMENT OF THE PROBLEM

Sound records management is fundamental for good governance, effective and efficient administration. It forms the basis for formulating policies, managing resources and delivering services to users in an institution. According to Brown and Maedker (1987), Records management involves the application of systematic and scientific control to all the recorded information that an organization needs to do business.

The records management system in Kampala International University library is in manual form. The Library has unorganized set of text documents on Bectacums, heaps in boxes, in drawers. This causes difficulties in retrieving and searching of needed information. More over the situation does not cope with the number of users that keep using the Library on a daily basis. Additionally the storage is not up to standard as it would have been. For example, a number of users' library cards and several books at KIU have gone missing due to poor storage. Therefore, since records are the heart of an institution to keep operating effectively, there is need for an emergency to carry out research to assess the situation and the way in which issues can be addressed at KIU Library. It is on this base, that the research is to be carried out, for effective records management systems in University Libraries.

1.6 PURPOSE OF THE STUDY

The study was to critically analyze the management of records for library users in KIU main library, by identifying factors affecting its effectiveness and propose measures for an improvement of effective records management systems in University Libraries.

1.7 OBJECTIVES OF THE STUDY

1. To identify the types of records managed in KIU main library.
2. To lay strategies in order to improve the effectiveness of records management systems in Academic Libraries.
3. To establish challenges and recommend the solutions to challenges faced in KIU users records management.

1.8 RESEARCH QUESTIONS

1. What are the types of users records managed in KIU main library?
2. What strategies can we lay to improve on the effectiveness of records management systems in KIU Library?

3. What are the challenges and recommendations for the improvement of records management systems in KIU main library?

1.9 JUSTIFICATION OF THE STUDY

The study contributed to wider understanding of how records are managed in libraries.

The study also established the importance of managing records.

It would be vital in further investigation of the faced challenges hence this called for sustainable measures to minimize or solve the challenges leading to improved services by the organization.

1.10 SCOPE OF THE STUDY

The study was carried out at Kampala International University Main Library, Kansanga Campus.

1.10.1 Time Scope:

The duration of the study ran from January 2012 to July 2012 after which the researcher wrote a completed report and submitted it to the faculty of Education of UCU.

1.10.2 Subject Scope:

The subject of the study was (Effective Records Management Systems in Academic Libraries), problems, state of use, service provision and future prospects for the improvement of the records in the library.

1.10.3 Geographical Scope:

The study was carried out from Kampala International University Main Campus.

1.11 SIGNIFICANCE OF THE STUDY

The findings of this study gave light to better understanding of Effective Records Management Systems in Academic Libraries.

The study also benefited different categories of people as follows:

To the researcher, it would be for the partial fulfillment of the requirement for the award of Bachelors Degree in library and information science of Uganda Christian University.

To the stakeholders, the study was to suggest solutions to improve on the effective running of KIU main library user's records and put the state of KIU Library records in a lime light.

To the Library users, it would act as a basis for improving quality of services provided to them by librarians.

1.12 DEFINITION OF OPERATIONAL TERMS

Records

Shepherd and Yeo (2003,P.267) defines a record as recorded evidence of an activity that is of an action undertaken by an individual or a work group in the course of their business, which results in a definable outcome record, A record is not defined by its physical form, its age, or the fact that it contains information. Its essential characteristic is that it provides evidence of some specific activity. Activities which be undertaken by people or may be largely or wholly automated.

Records can exist in form or medium, including documentaries, databases, photographs, and audio visual. Most organizations have hybrid record systems, with some records in paper and in digital form.

Records are all information, regardless of format, that is produced or accumulated in the normal course of affairs by an individual or an organization and is maintained in order to provide evidence of specific transactions (<http://encyclopedia> acceseed on 12th January 2012).

A record is also defined as a document or other electronic or physical entity in an organization that serves as evidence of an entity or transaction performed by the

organization. Records are recorded information, regardless of medium or characteristics, made or received by an organization in pursuance of legal obligations or in the transaction of business (Student Encarte, 2007, p.479)

The international standard on Records Management (ISO2001, p.158) defines records as information created, received and maintained as evident and information by an organization or person in pursuance of legal obligation or in the transaction of the business.

Management

Management is the process of coordinating the total resources of an organization towards the accomplishment of the desired goals of the organization through the executing of a group of related functions such as planning, organizing, staffing, directing and controlling (Dressler, 2005).

Records management

Records management is the application of systematic and scientific control to all the recorded information that an organization needs to do business (Mary and Wilmer, 1987).

The International Standards on Records Management (ISO) 15487 (2001) defines records management as the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and deposition of records including the processes for recapturing and maintaining evidence of information about business activities transactions in the records.

According to Kumar (1987) records management is a mobilization and synchronization of management resources.

section DLI.105 of the United States Department of Defense standard DOD 5015-STD (2007) defines Records Management as the planning, controlling, directing, organizing, training, promoting and other managerial activities involving the life

cycle of information, including creation, maintenance (use, storage, retrieval) and disposal, regardless of media.

According to Feather (1991), effective records management refers to the actions undertaken to enable the information materials or the physical media of records to be retained for as long as they are needed.

The International Standard on Records Management (ISO) (2001, P.158) defines Records as information created, received and maintained as evident and information by an organization or person in pursuance of legal obligation or in the transaction of the business.

According to the International Council on Archives (ICA) (2003), committee on electronic record defines a record as recorded information produced or received in initiation, conduct or completion of an institutional or individual activity and comprises content and sufficient to produce evidence of the activity.

In the past records management was sometimes used to refer only to the management of record which were no longer in everyday use but still needed to be kept either semi current or inactive record from the point of creation right from through until their eventual disposal.

ISO 2001, P.15489 states that records management includes;

Setting policies and standards.

Assigning responsibilities and authorities establishing and promulgating procedures and guidelines.

Providing a range of services relating to the management of records, designing implementing and administering specialized systems for managing records.

Integrating records management into business system and process.

Standards on Records Management (ISO (2001, P.15487) defines records management as the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and deposition of

records including the processes for recapturing and maintains evidence of information about business activities and transactions in the records.

Records Management System

This is an act of maintaining the records of an organization from the time they are created; up to their eventual disposal and this may include the classification of records.

It can also be defined as a process by which an organization determines in what manner and for how long retained to meet legal business for regulatory requirements (Wallace 1988).

University

A large and diverse institution of higher learning created for life and for a profession and to grant degrees and other honors to several individuals (Oxford Dictionary, 2005)

1.13 DISSERTATION OUTLINE

The dissertation normally reports on research project or an extended analysis of a topic. Therefore, it will explain the purposes, the methods used and the findings of the project by including a series of chapters. That is to say:

Introduction, which introduces the research topic with an explanation of why the subject was chosen for study. Secondly, is the literature review, which involves reviewing related literature and showing how this has informed the research issue. Still in the dissertation, the methodology chapter will explain how the research has been designed and why the research methods being used have been chosen.

Then chapter four, which involves presentation and discussion of findings.

Lastly but not least is chapter five which involves summary of findings, conclusions and recommendations and lastly will be the references.

1.14 CHAPTER CONCLUSION

Under this chapter, the following have been discussed. That is to say, statement of the problem, purpose of the study, objectives of the study, research questions and justification of the study. The next chapter (chapter two) presents the literature related to the topic under study.

CHAPTER TWO: LITERATURE REVIEW

2.1 INTRODUCTION

This chapter gave an overview of the literature that directly relates to this study. It was mainly focused on the effectiveness of records management systems in Academic libraries, the study was mainly centered on library users records, types of records in university libraries, values of records, managing university library records that is print and non print materials, effective records management strategies, problems and challenges in managing print and non print records of library users, and lastly the research gap.

2.2 INTRODUCTION TO EFFECTIVE RECORDS MANAGEMENT SYSTEMS IN UNIVERSITY LIBRARIES

The International Standard on Records Management (ISO) 15489 (2001, p.1) standard defines effective records management as the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including the process of capturing and maintaining evidence of information about business activities and transactions in the form of records. It should be noted that the format and media of records is generally irrelevant for the purposes of records management. The ISO considers management of both physical and electronic records.

According to IMRT, (1999), an effective records management system is a crucial element in the whole operation of records programs. The aim of effective records management systems in university libraries is to prolong the utilizable life of useful research information in two ways. First, effective records management systems seek to reduce the risks of damage and to slow down the rate of deterioration. This is usually accomplished by selecting good quality materials, providing suitable storage environments and safe handling procedures. Secondly, prescriptive preservation is a means of identifying and treating or copying

damaged materials to restore useful access to information. In the course of their work, record-keeping staff and researchers handle books, documents and records that collectively form a significant proportion of the nation's cultural heritage. It is therefore important to recognize the fragility of much of this material, especially of paper-based records. The same author continues to argue that, today, we face new challenges in managing an ever-greater variety of electronic materials, all of which must be protected from alteration, damage and technical obsolescence (IMRT, 1999)

Practicing effective records management involves records managers being responsible for records management in an organization.

Section 4 of the ISO 15489- (2001, p.1) states that records management includes;

Setting policies and stands

Assigning responsibilities and authorities.

Establishing and promulgating procedures and guidelines.

Providing range of services relating to the management and use of records

Designing, implementing and administering specialized systems for managing records

Integrating records management into business systems and processes.

Thus the practice of records management may involve;

Planning the information needs of an organization.

Identifying information requiring capture.

Creating, approving, and enforcing policies and practices regarding records, including their organization and disposal.

Developing a storage plan, this includes the short and long term housing of physical records and digital information.

Identifying, classifying, and storing records.

Coordinating access to records internally and outside of the organization, balancing the requirements of business confidentiality, data privacy, and public access.

Executing a retention policy on the disposal of records which are no longer required for operational reasons; according to organizational policies, statutory

requirements, and other regulations this may involve either destruction or permanent preservation in an archive.

2.3 TYPES OF RECORDS

Records are generally classified basing on three major criteria. These include: Importance, function and physical media.

2.3.1 Records are classified according to their importance

According to Wallace (1967, p.5) records are classified as, financial records (for fiscal use and accounting), historical records (created to provide a record of an organizations past and current activities), research records (created to determine the trend, recent development or new information related to the services and products by the organization), administrative records (created for documentation policies, procedures and guidelines for example manual and reports) and legal records (created for evidence of business transactions or legal decision for example, contracts, agreements and lease which may be paper-based, images-based and digital based).

2.3.2 Records are classified as accounting records

These include reprographic records, administrative records, personal records and photographic records. There are also authoritative records. Wallace (1967) exposed the characteristics of records as authenticity, integrity, reliability and usability.

Saleemi (2000, p.76) argues that records are classified into the following categories; personal records, correspondence records, legal records, records and other business records.

Austin (1994) noted that in every office, there are confidential materials, which need to be kept and they include, personal records, minutes of board meetings, private and ledger cards and all must be guarded against unauthorized inspection.

2.3.1.2 Historical Records

These are public or private documents. They were created last year or two hundred years ago. Their historical value is not limited to their availability on paper, or in hand written or typed.

The historical records help to convey society's culture from one generation to another. They teach us lessons about how problems similar to ours were handled in the past. In addition, have value for government and business because they hold information about past policies and decision.

2.3.1.3 Administrative records

These refer to documents that relate to housekeeping, functions such as management of the facilities, finances and personal and to agreement, contracts, meetings, legal actions. The administrative records at the state level. Such data provides effective ways for specific programs and can be useful for several forms of problem evaluation.

2.3.2 Records classified according to their function

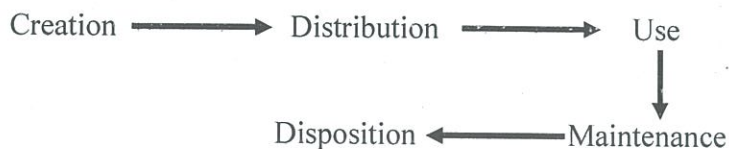
According to Kallaus (2002), records are classified in three essential classes that is, vital records, useful records, non-essential records. He further classifies them according to their life cycle that is active records, inactive records and archive records.

Records need to be controlled at central unit with adequate facilities in support of records.

The National Records and Archives (ACT12 2001, P.9 PART 111, Article 7) states that heads of organizations shall be responsible for creating and maintaining adequate documents of the functions and activities of their respective institutions through the establishment of good record keeping practices. Hence states the need for institutions to create records and maintain them effectively.

According to the Government of South Australia (03 June, 2009) department of Australia of education and children services, a basic concept in records management is the records life cycle.

According to Harrods Glossary (1995, p. 9) The life of records goes through phases starting from when it is created or received by the agency, through to its use maintenance and temporary storage before finally being destroyed or achieved permanently.



Penn(1994,p.130) explains that organizations create and keep vital records which are essential to the continued functioning of the organization to protect the rights, interests of an organization, employees, customers, shareholders and other public beneficiaries

2.3.3 Records classified according to their physical medium

According to Schellenberg (1965, p.66) records fall in three categories that is textual, cartographic (maps, charts), pictorial records, either still or in motion.

2.3.3.1 Textual records

These are government and non-government records that exist primarily in paper or microfilm formats such as manuscripts, personal papers and government records series. On the other hand, they are written records, published, or generated by any other means, which are accessible Schellenberg (1965, p. 69).

2.3.3.2 Cartographic records

They are records in any document that represents graphics or photogrammetric form, the whole or part of the earth or any celestial body normally to scale included are published maps and unpublished maps.



2.3.3.3 Pictorial records

These are mainly composed of images rather than words. They include photographs, drawings, and paintings.

2.4 VALUES OF RECORDS

Below are some of the ideas and facts put forward by various scholars in view of the values of records

2.4.1 For supporting daily transactions

According to Arora (1980, p.160) there are four purposes of records and are; to detect errors and wastes, to keep an orderly account of progress, to make comparisons, and to prepare statements of true conditions.

In the same view, Saleemi (2000, p.75) notes that the past records of the business are maintained to; keep accounts of the progress in an orderly way, provide proper study of the position of the firm, comparison of business and solution to disputes and policy formulation.

Diamond (1995) identifies the importance of records as protecting the most vital part of an organization because in case of a disaster, like destruction of essential records of an organization. It does not only cost it but also threaten its existence.

2.4.2 Records are preserved for their monetary and intellect value

Kartz (1985, p. 126) notes that records have got intellectual value especially if they are part of the academic institution.

Kartz continues to say that records are so supportive to the scholar and other researchers. He says records are preserved because they hold an authentic value towards the integrity of information.

2.4.3 Records continued value

Ellis (1993, p.3) notes that records are preserved because of their continued value to an individual or organization as well as to the society. They serve as long term memory, enabling quality planning, decision making, access to the past experience expertise and knowledge and historical perspective. Records are also a way to access the experience of others, evidence of continuing rights and

obligations, an instrument of power, legitimacy and accountability, a source of understanding and identification and are vehicles of communicating political, social and cultural values.

2.4.4 Evidence to lawful existence of the company

Cox (1995) adds that the purpose of preservation of records is; to provide evidence to lawful existence and operations of the company, to substantiate management decisions and financial operations presented of the government agencies, individuals and the public and to provide future reference. Maintenance of records is required for legal, accountability, documentation and administrative or fiscal purposes (p. 2130).

On the same Vain, Schellenberg (1965) notes that the value of records is based on; Primary value (administrative, legal, fiscal) and Secondary value (evidential and information value).

2.4.5 Records are also a corporate memory of the institution

Kallaus (1992, p.6) argues that records serve as a memory of the business. They 'remember' the information needed for operating the firm or any organization.

Smith (1995) he identifies the importance or need for records keeping as providing support services to the corporate department, subsidiaries and operating of the organization.

2.5 RECORDS MANAGEMENT SYSTEM

Determining which documents and other physical or electronic items in your organization are records is the responsibility of corporate officers, records managers, and lawyers. By carefully categorizing all enterprise content in your organization, these people can help you ensure that documents are retained for the appropriate period. A well- designed records management system helps protect an organization legally, helps the institution demonstrate compliance with regulatory obligations, and increases Institutional efficiency by promoting the disposition of out-of-date items that are not records.

2.5.1 Elements of a Records Management System

- A content analysis. This describes and categorizes content in the enterprise that can become records, that provides source locations, and that describes how the content will move to the records management application.
- A file plan. That indicates, for each kind of record in the enterprise, where they should be retained as records, the policies that apply to them, how long they must be retained, how they should be disposed of, and who is responsible for managing them.
- A compliance requirements document that defines the rules that the organization's IT systems must follow to ensure compliance and the methods that are used to ensure the participation of enterprise team members.
- A method for collecting records that is no longer active from all sources, such as collaboration servers, file servers, and e-mail systems.
- A method for auditing records while they are active.
- A method for capturing records metadata and audit histories and for maintaining them.
- A process for holding records (suspending their disposition) when events such as litigations occur.
- A system for monitoring and reporting on the handling of records to ensure that employees are filling, accessing, and managing them according to defined policies and processes.

<http://technet.microsoft.com/en-us/library/cc261982.aspx> retrieved
13/06/2012

2.5.2 Types of Records Management System

2.5.2.1 Library Management System

A library management system (LMS) is an enterprise resource planning system for a library. It is used to track individual items and patron accounts, and to monitor a library's entire collection.

The LMS consists of a centralized database and a method for the patrons and staff to interact with the system. Library staff have access to functionality that includes acquisitions, cataloging and circulation. Serial subscriptions are also tracked from the LMS.

2.5.2.2 Document Management System.

A document management system (DMS) promotes creating, findings and sharing information. A DMS usually takes the form of business software. It assists in organizing and disseminating the organizational knowledge base. DMS features easy access to relevant data and facilitates information mining. It often includes security features. Security is important to maintain an organization's critical data and business secrets. Security features also serve to protect personal user information and customer data.

2.5.2.3 Content Management System.

A content management system consists of the rules, procedures and processes used to manage workflow for an organization. A benefit o of CMS is the ability of end users to collaborate on document creation and revision. Organisations use CMS S as centralized data storage. The centralized access to documents provides a platform for end users to control, revise, publish and add commentary. A CMS also facilitates communication between users.

2.5.2.4 Digital Imaging System.

Digital Imaging System (DIS) gives organizations the ability to capture, store and distribute an enormous number of records over electronic networks. In the past, business relied on paper and microfilm for storage. A DIS speeds the search and retrieval process for documents and information. Organizations' can save considerable storage space because of the decrease in the need for filing cabinets

and other storage devices. Online dissemination of data and the ability to integrate with other information management systems is the main benefit of a DIS.

<http://www.ehow.com/info-7928109 types-records-management-systems.html>

retrieved on 13/06/2012

2.6 EFFECTIVE RECORDS MANAGEMENT SYSTEM OF PRINT AND NON-PRINT RECORDS OF LIBRARY USERS

Effective records management systems and providing access to records is the major reason why libraries exist. The need to effectively manage records and archives arises from their format, the environment in which they are stored and frequent handling and use. While librarians are aware of the effective management challenges they face in the management of records, choosing an appropriate management system is a major challenge. Records Office Mbaga (2000)

According to IMRT (1999), the variety of records, archives and information materials found in records offices, records centers and archival institutions is astounding. Materials include monographs, serials, newspapers, films, audio recordings, maps, videotapes, letters, diaries, account books, photographs, documents, slides, posters, leaflets/brochures. Many institutions will have records or archives in several different media; each of these media types requires particular storage and handling. Of course, all information sources require a basic standard of care, but some require more attention and protection because they are difficult or impossible to replace. Records and archives, irrespective of medium and format, require protection throughout their life, but issues of storage and handling are most urgent in the archival environment, once records have been identified as having enduring value and their long-term protection is critical.

It is important to know the ideal standards to seek, even if achieving them is more difficult. In addition, it must always be remembered that good records storage in a risk-free environment is one of the most important actions that can be taken. If resources are limited, the best course of action is to make good storage a priority.

2.7 EFFECTIVE RECORDS MANAGEMENT STRATEGIES

According to Murray-Rust, (2010) Library storage is traditionally viewed as a space management strategy, strategy, a way of dealing with overcrowded buildings and growing collections. Storage also is implicitly preservation Strategy ; an alternative to weeding, cramming books tightly on shelves, stacking them on the floor, or not purchasing them in the first place. Among its obvious preservation benefits, Storage provides security from theft and vandalism, and protection from spills and pests caused by increasingly prevalent food and drink in Library buildings. Although transfer to storage may be risky for fragile materials, leaving them in stacks that are constantly being shifted is likely to be more damaging. Many storage facilities provide better environmental conditions for collections than old or poorly maintained modern Library buildings. IMRT, (1999) Records and archives should be stored securely and away from possible.

Wallace (1983,p.442) points out that every few companies have records managers who are totally in control of the organization complete information system hence feels that there is room for information managers, records managers and computer manager to work together identified problems concerning management can be kept at bay.

The best and most-effective way to protect records and archives is to ensure the good and orderly physical and administrative management of the entire organization; all staff should be trained to handle materials, particularly archives, properly. Effective records management system practice is required throughout the institution. The selection of good quality equipment in offices or repositories (boxes, trolleys, ladders or steps) will result in a good service, which not only assists the users but also minimizes the damage done to the records or archives as a result of their being used. Effective records management system to a good standard is not inexpensive, but it is much less costly than having to send large proportions of the materials for repair. Repair of damaged materials should be a

last option after the potential for microfilming or copying has been considered (Mihram 1998, p.213)

2.8 MANAGING ACADEMIC LIBRARY RECORDS

According to Mnjama (2002), the management of records is very often given low priority in organizations, and universities are no exception in this. As stated in the quotation above, one of the principal functions of universities is the storage of knowledge. However, in as much as universities provide excellent facilities and services in the provision of library materials, some of our universities are unable to manage the records they create. Moreover, Records document all the activities of the organization. It cannot therefore be overstated that failure to control records under one's control is not just a minor lapse in administrative activities, but in most cases, it is a matter of bad management. In this case Universities forwards the goals of implementing an active and continuing program for the economical and efficient management of University records, regardless of format, in all university departments promote the use of progressive and innovative technologies to provide records creation, access, retention, and disposition.

2.9 PROBLEMS OR CHALLENGES OF EFFECTIVE RECORDS MANAGEMENT SYSTEM OF LIBRARY USERS RECORDS IN ACADEMIC LIBRARIES

As organizations rely more and more on digital technology to produce, process, store, communicate, and use information in their activities, the quantity of data being created in electronic form will increase exponentially. The technological challenge is compounded by the continuing extension of information technology making records increasingly more diverse and complex. This creates an impact not only on individual records but also on archival founds as a structured whole.

Betts (1999) felt that digital information is at risk of disappearing or becoming inaccessible because of the deterioration of storage media like magnetic tapes. Other concerns include the ever- changing data formats and the fact that software

and hardware become obsolete quickly. The greatest challenge to keeping electronic record keeping is the evolution of technology (Coombs, 1999). New hardware and software are replacing the products and methods used to store, record and retrieve digital information on cycles of two to five years. No system is currently capable of more than 30 years of retention and access. With the constant upgrade of operating systems, applications and storage, technology and obsolesces of access will overtake any durable assortment of hardware and software.

Wallace (1983) pointed out that the unrolling and curling of plans and maps can make them difficult to read. He also added that records could easily be torn or increased if they must be roiled and unrolled frequently. He further said that cards are easier to lose, misplace and misfile yet they are also time consuming when transforming from the original letter to card.

According to Lin, (2003) Terms such as medium preservation and technology preservation are now widely used when discussing issues related to the preservation of electronic records. The advent of electronic information introduces new preservation requirements. Medium preservation has been addressed in discussions on environmental and handling concerns for tapes, magnetic disks, optical disks, and the like. Greater attention should instead be directed to the obsolescence of technologies. It is a challenge to imagine not only how to technically preserve electronic records indefinitely, but also how to choose what to preserve and how to guarantee the electronic record's reliability and authenticity in the future. The combined problems of immense volume, unstable storage media, and obsolete hardware and software add up to some very tough problems, which have to be dealt with. Digital preservation is becoming a business issue. Not only are historians, librarians and archivists alarmed by the loss of cultural and government records due to a lack in digital preservation, but certain industries have also realized that they need to keep data longer and longer for regulatory or business reasons.

According to Jiazhen, (1999) like many other developing countries, the main problem for library records management in China is lack of money and experienced staff. E.g.in China Funding for Chinese libraries is mainly provided by the state. Although the allocation to libraries is higher than it should be considering the level of increase in GNP, the income still falls short of expenditure and funds for library conservation are particularly low because the price of books has been raised so much. Education in Library science is in a state of flux. Under the traditional education system, library science graduates lacked library conservation skills. Although this situation is changing, the scarcity of people experienced in library management is still a problem.

Chibita (2002) argues that once in a while, work can be brought to stand still because files are lost, misplaced from records office .All this despite the weakness of poor records management.

He observes that the serious problem faced in records management is lack of enough space and that is due to high accumulation of records every day, yet the space to where the records can be put is very small compared to their rate of increase and disposal.

Laura (1996) states that the best way of promoting records services are the government to remain in close contact with government agencies a sign term with their records management policies and procedures.

According to Mbabazi (2007) some of the problems which feature in records management are those of inadequate training of records personnel, lack of promotion, lack of moral support and recognition by senior management staff and the work overload which create inefficiency within organization.

According to Mubagga (2002) filing systems currently in use are also a problem being faced in records management. As most institutions arrange files by section,

subject year and month. This arrangement is a problem itself as it creates delays in location and retrieval of files.

In a changing society, the lack of funds and experienced librarians and the need to effectively manage precious historical and cultural heritage is particularly challenging. In order to resolve this difficult situation, networking and co-operation between libraries, archives and information departments is vital. Limited funds should be spent carefully and experienced people should be positioned well to benefit everyone (Jiazhen , (1999).

According to IMRT (1999) there is a problem of records deterioration. Perhaps the most significant factor is the nature of the records themselves: many records are composed of materials that are acidic, which means they are inherently fragile and prone to degradation. Other factors in the degradation of records are fluctuations in or excessive levels of temperature and relative humidity; excessive exposure to light; air pollution; water damage; destruction from biological agents such as mould or insects; or abuse and mishandling.

Agrawal (1984, p.171) notes an affirmation that acidity present in paper is a big hindrance in addition to other reasons like painting. In addition to this, Feather (1991, p.18) argues that wood based paper whether mechanical or chemical is naturally high in acidity and so it is hard to preserve such records. Chunha (1966, p.165) notes that rare prints, manuscripts, books and broadsides deteriorate due to the effect of acidity, fungi, vermin, rust and dampness.

Robek (1996) stated that there is always loss of records, misfiling and deterioration of records. The protection and security of electronic records is often over looked yet they are sometimes vital records. He further added that is times poor identification of electronic records of files misplacing or loss of the records which lead to difficult retrieval.

According to Wallace (1987, p.260) specific causes of records and archives deterioration include heat, light, dust, fungi, acid, air pollution and water. The

holdings of Kampala International University Main Library have to be protected from deterioration. Therefore measures should be undertaken to maintain their physical state and save them from damage. Harrogate (1986, p.61) also notes that records and archives deteriorate due to ignorance such as mishandling and carelessness.

According to World Bank Group (2007), in many developing and transitional countries the record keeping problem is a massive one. Exist keeping systems if they exist at all are in adequate and unable to cope with the growing mass of un managed papers.

Administrators find it even more difficult to retrieve the information; they need formulate, implement and monitor policy to manage key personal and financial resources, archival institutions when they exist at all are becoming marginalized given the role of maintaining records of the colonial period only.

2.10 POSSIBLE SOLUTIONS FOR ABOVE PROBLEMS

According to World Bank Group (2007), one step towards the solutions of this academic problem is to make record keeping capacity an element development assistance projects.

Any development project which entails government private organization should include components to strengthen the records keeping of those government and private organizations.

Effective records management system requires trained staff, adequate and continuous funding, appropriate environment conditions and physical security. Appropriate management structures and government legislation or regulation are needed. A record management system should have realistic target project design. Many of the needs are basic ones. This can be supplied with out highly technological sophisticated solutions.

According to Robek (1996) paper records management requires trained staff adequately and continuous findings, appropriate environment conditions and

physical security, appropriate management system should have realistic targets and project design. Many of the needs are basic

Arora (1996) Asserts that Development of organizations should provide the capacity for the governments and organizations to maintain these records and access them as evidence. This may include training technical assistance in reviewing and strengthening the local framework and in establishing or improving national capacity for record keeping. Conditionally for loan project includes adequate legislation for record keeping and effective monitoring.

Computerized system adopted appropriately, with regard for local capacity, with concern for legal requirements for evidence must fit the business requirements.

Use of fire resistant equipments. Arora (1996, p.206) says records must be safeguarded from hazards like fires by putting in place fire extinguishers and other fire fighting equipments such as fire resistant file cabinets.

Also in connection with this, Keeling (1996, p.78) says vital records must be maintained in fire resistant file cabinets that can provide good protection against fire hazard. Keeling (1987, p.565) also says the use of standard fire discipline is a good way to preserve records. This permits not smoking around computers installation, keeps combustible materials cleared from storage areas and doors out of use. Adequate smoke alarms, proper sprinkler systems and extinguishers are necessary.

Kooting (1987, p.57) advocates for use of standard fire discipline which permits no smoking around storage areas and ensure that vast doors are closed while not in use.

Material resources, preservation policies usually have to be focused on particular parts of a collection for economic reasons. Indeed, the librarian has to make a wide range of financial decisions in managing a preservation policy, deciding, for example, whether or not to defer periodical binding in favor of laminating paperbacks.

According to Upham (1998, p.39) Microfilming is a sure protection to save records. Microfilms have been judged to have long life due to polyester constituted of silver halide estimated for a life cycle of over four hundred years.

Mihran (1998, p.213) adds that the viable solution to user's records is micro filming emphasizing the security of records.

Mubage (2007, p.12) asserts that automation of records should be the best way of achieving efficient records management systems; say computer can serve as an organizations for the paper files retrieval process becomes easy and efficient.

Musemeza (2006, p.16) suggests that today records managers need to be acquainted with latest developments including computer based records programs, word processing, effective personnel. With professional at the helm of the program, records can be effectively and efficiently managed.

2.11 RESEARCH GAP

According to the literature reviewed, various scholars have talked a lot about records management but none has talked about effective records management systems in University libraries in Uganda thus a need to study Kampala International University

2.12 CHAPTER CONCLUSION

In this chapter, the researcher was able to discuss effectiveness of records management system in University Libraries, types of records, values of records, records management systems, effective records management system of print and non print records of library users, effective records management strategies, managing university records and lastly problems/ challenges have been discussed and then solutions laid down to the above problems. The next chapter (chapter three) discusses the methodology used while carrying out this research.

CHAPTER THREE: METHODOLOGY

3.1 INTRODUCTION

This chapter presents the approach, which the researcher used to collect all the data required during the study. It therefore covers the research design, population and sampling techniques, data collection methods and instruments, research procedure, data quality control, data presentation and analysis, ethical issues and limitations of the study.

Katebire (2007) points out that, methodology is considered to be the most important part of the dissertation and it is defined as the technical or scientific activities, tools and procedures taken to gather and analyze data.

The research methodology addressed the following issues;

3.2 AREA OF STUDY

The study was conducted at Kampala International University.

3.3 RESEARCH DESIGN

A research design is the planned sequence of the entire process involved in conducting a research study (Kakinda, (2000). It is an arrangement of the essential condition for collection and analysis of data. It involves advanced preparations to assist in handling larger amounts of data in a systematic way. It includes a plan, structure and a strategy to investigation concerned with obtaining answers to research questions.

A research design can be regarded as an arrangement of conditions for data collection and analysis in a manner that aims to combine relevance with the research purpose. It is the conceptual structure with in which research is conducted. It constitutes the blueprint for the collection, measurement and analysis of data (Kothari 2003)

Research design is defined by Creswell (2009) as “plans and the procedures for research that span the decisions from broad assumptions to detailed methods of data collection and analysis (P.3).” Creswell further explained that in social

science research there are three distinct research designs: qualitative, quantitative and mixed methods.

Trochim (2002) as quoted in Katebire (2007), research design is considered to provide the glue that holds the research project together.

The study involved a triangulation of qualitative as well as quantitative methods. It was qualitative so as to understand the personal experience of the respondents about the problem under study (Katebire, 2007) since it involves a thorough explanation of the whole essence of effective records management system of users records and quantitative in that it included the number of people selected in the population who responded to different questions.

Qualitative method was used since it had the ability to address the aspects of records management. This study was intended to look in depth the Effectiveness of Records Management Systems in Academic Libraries. Qualitative approach was chosen basing on the fact that the study had no predetermined hypothesis to test, but instead had research questions. This allowed the theory to evolve gradually from the data itself. It was the qualitative approach that permitted the in-depth exploration of issues on relatively small sample that is evocative study of the quality of the records, their form and appearance.

Qualitative design is further concerned with understanding how people interpret their experiences, how they construct their worlds and what meaning they attribute to their experiences (Merriam, 2009, p. 5). The characteristics of qualitative studies include the search for meaningful and understanding, the researcher as the primary instrument of data collection and analysis, an inductive investigation strategy, and the product being richly productive (Pickard, 2007, p.39)

According to Creswell (2009), qualitative research is used to investigate and understand the meaning of individuals or group attribute to a social or human

problem. It uses open-ended questions in qualitative interview questions and presents the research results in words in a relatively flexible structure. It is an inductive style with small samples.

The researcher used a qualitative research design. The research design was used since the problem in context required holistic, in-depth investigation of a phenomenon or situation from the perspective of all stakeholders involved (Pickard, 2007, p.93).

Qualitative design was employed as already mentioned because it allowed the researcher to generate meaningful results with a small sample group, this approach was appropriate because the research was aimed at contributing to a better understanding of how effective records management of users records is carried out in Academic Libraries.

3.4 RESEARCH METHOD

The study was descriptive; that is it aimed at studying every specific aspect of records, express and straight forward, therefore more inclined to qualitative than quantitative analysis to acquire in depth information the respondents / records staff.

3.5 POPULATION OF THE STUDY

Population according to Mbaga (2000) is a complete set of individuals, objectives or measurements having common observable characteristics. The study was carried out with in KIU main library. It was mainly focused on users' records.

The concept of population is fundamental in any research. It is defined as any set of persons or objects that possess at least one common characteristic (Busha and Harter, 1980)

3.6 SAMPLING METHOD

A sample according to Mbaga (2000) is a part of the population which is deliberately selected for the purpose of investigating the properties of the parent population.

3.6.1 Sample Size

During this exercise, only eleven respondents were given questionnaires and only three observation guides were also distributed to different respondents.

The study targeted the staff members of the institution; these included the top management, and other administrators at the Institution who were considered as having knowledge in records management.

3.6.2 Purposive Sampling

In this study, purposive sampling technique was used to select the library staff members. Chambers & Schutt 2010, p.123) defines purposive sampling as a non-probability technique in which sample elements are selected for a purpose usually because of their unique position.

Selecting information-rich cases for study in depth. Information-rich cases are those from which one can learn a great deal about issues of central importance to the purpose of research. This sampling technique involves studying the entire organization of some limited group or a subset of a population. It targets individuals who are very knowledgeable about the issues under investigation (Patton 2002, as cited, in Pickard, 2009, p.134) The researcher used purposive sampling in choosing respondents. Only those who had experience and knowledge about the phenomenon were considered the key informants. Only individuals attached to the records section and users were interviewed.

In this study purposive sampling was also used to select library staffs who particularly work in the library and those who work on keeping users records and responsible for providing access to services in university library.

3.7 SOURCES OF DATA

This comprised of both primary and secondary sources of data.

Primary data

- This necessitated the researcher to go to the field and gather data from respondents. This was completed by use of interviews.
- Review of documentary sources such as published and unpublished reports, books and journal articles as well as electronic sources.

Secondary data

- This necessitated the researcher to read through secondary data sources such as text books.

3.8 DATA COLLECTION METHODS

These are the different approaches the researcher attempted to use in gathering facts from respondents, namely; Observation, Library search, questionnaire method, interview, Library search and document analysis.

Various data collection methods and tools were applied in order to get quality data as follows.

3.8.1 Interview method

An interview can be a face- to- face conversation between an interviewer and a respondent conducted for the purpose of obtaining information. The researcher had discussions and interactions with key records staff using an interview guide. The interview guide had questions which were in-depth, compressive and profound interviews were administered. This required answers and open questions, which needed detailed answers from knowledgeable respondents on issues involving effective records management systems.

The researcher administered unstructured interviews in which questions were posed in a face- to- face situation and the respondents were permitted to totally free response.

The researcher employed direct personal interview and indirect personal interview. In direct personal interview, the researcher presented on the spot to

note the response and in this case the data collected was first hand and original in character (Katebire 2007).

3.8.2 Questionnaire method

In this method, the researcher collected data with the help of questionnaires that involved pre-set questions to which individuals responded. They were used hand in hand with the interviews. The pre-set questions were responded to directly, and the respondents wrote where he/ she sees suit. In addition, mostly open questions were used so that the respondents freely give their responses. The questionnaires were administered to all the respondents in the records departments but mainly were centered to Library staff (Barbara B. Kawulich, 2005).

3.8.3 Library search

This is the data collection process which is based on reading books and other documents, the researcher read a great deal about the subject he undertook in order to get the background and to find out information from other studies on a similar topic.

Researcher visited member of staff in their offices after gaining permission and consent of the selected respondents.

3.8.4 Observation

Observation is a purposive or intentional examination of something, particularly for purpose of gathering data (Chaplin, 1968, p.329). This method involves recognizing and noting people's objectives and occurrences to obtain information. It was taken for the purpose of satisfying the researcher's interest or curiosity about the distinct research tasks.

The researcher carried out participatory observation and probing was employed so as to generate data. This method of data collection involved watching, listening and reading so as to get what was required pertaining management of records and information.

Observation is the opportunity for thorough, detailed examinations and analysis of the research problem so that findings can be applied directly to the subject.

3.8.5 Document analysis

Documents are materials which contain information about a phenomenon the researcher wishes to study (Kakinda 2000). The researcher reviewed published and unpublished literature from textbooks, journals, newspapers and reports. The researcher employed the documentary sources because they were very cheap as compared to other sources and the researcher did not expect to pay huge sums of money to access the information.

3.9 DATA COLLECTION INSTRUMENTS

These are instruments which a researcher used to gather data while carrying out research. The researcher used the following instruments to enable her collect valid reliable data that she needed.

3.9.1 Interview guide

The interview guide is a set of questions about which the interviewer is conducting. According to Mbaga (2000) it is defined as a face to face conversation between an interviewer and the respondent conducted for the purpose of obtaining information. It contained a set of questions about the maintenance, access, creations, retrieval of records (see Appendix ii)

Interview guides were used to help the researcher get opinions and views from the records staff on the systems used in management of records and information.

3.9.2 Observation guide

This was a useful tool in guiding the researcher on what to observe while at the research site, It assisted the researcher to actually see how the records look like and the general appearance of the records in the universities

3.9.3 Questionnaires

The questionnaire consisted of a wide range of unstructured questions covering all area related to the topic of study. (See Appendix i) Questionnaires were given to respondents to fill by themselves for those who can return to the researcher in

order to analyze the effectiveness of records management systems in KIU (Kawulich 2005).

3.10 DATA QUALITY CONTROL

Triangulation of methods and instruments were used where by the researcher used more than one method and instrument respectively. This was put in mind because the researcher was expected to produce high quality information. The researcher made sure that data is of high quality; this was achieved through using the following approaches. (Busha and Harter 1980)

3.10.1 Pre-testing research instruments

According to O'Donoghue and Punch (2004) pre-test is the process of carrying out a primary study, going through the entire research procedure with a small sample. It allowed the researcher to identify potential problems in the study. The research instruments were in three categories that is interview guide where the interviews were structured and administered to four respondents. The interview had general area about records keeping and questionnaires were administered to 10 respondents. The research was best suit for those categories of people because it was more flexible and enabled the researcher to collect specific information from each key respondent.

The observation checklist helped the researcher to directly observe the state of records at Kampala International University (KIU).

3.10.2 Triangulation

The researcher used more than one method in data collection. This facilitated validation of data through cross vilification. This included questionnaire method, interview methods and observation method.

3.11 DATA ANALYSIS AND PRESENTATION

This section showed how the researcher organized data collected into a more comprehensive and understandable form. It showed how the researcher examined the relationships between the primary data and secondary data as well as the answered research questions.

The information was gathered, sorted, organized and classified according to the types of records created and kept by the Universities in their prospective departments. The purpose was to answer the research questions and address the research objectives. The researcher ensured that all research questions were answered and the answers were consistent. After returning from the field, the researcher edited the data and coded it, and then presentations were done.(Fowler (2008)

3.11.1 Editing

This is the process of correcting errors in data. This was carried out manually and sometimes automatically.

After returning from the field, the researcher edited the data and coded it, and then presentations were done.(Fowler, 2008)

During the process of data editing, the data collection instruments were tested to ensure that there was maximum accuracy in terms of the results that were attained. Checks were made on legibility, consistency and completeness and above all the process was aimed at avoiding ambiguity.

This was done through checking of the completed interview guides to eliminate obvious errors and detect omissions.

3.11.2 Coding

Coding is the process of operating on data with an algorithm to accomplish encryption, error correction, compression, or some other feature.

All answers given to interview questions were classified into meaningful categories. This enabled the researcher to bring out essential patterns from the data, which facilitated an organized presentation.

3.11.3 Data presentation

This is the process of putting results of the research into graphs, charts and tables. In this light, it was a visual way to look at the data and see what happened and make interpretations. Secondly, it was the best way to show data to others. Reading lots of numbers in the text puts people to sleep and does little to convey information.

This was done through writing a report. The information that was obtained from the field was presented in form of statistics, tables as well as graphs in relation to the objectives of the study.

3.11.4 Data analysis

This is the process of systematically applying statistical and logical techniques to describe, summarize, and compare data.

In this case various responses from KIU Library users and staff plus related literature from journals, textbooks, Dissertations; were compared. These responses were grouped into qualitative and quantitative data for easy analysis.

3.11.5 Tabulation

After questions were coded, the data was manually tabulated. This required the use of frequency distribution of the codes using tallies, calculating the number of tallies and calculating their percentages.

3.12 RESEARCH PROCEDURES

The letter of introduction was given to the researcher by the administration of the faculty of Education of Uganda Christian University. The purpose was to introduce the researcher to the area of study. This helped in seeking for permission to carry out research on the topic stated.

3.13 ETHICAL ISSUES

The researcher sought permission/introductory letter as a way of getting the consent of the respondents. The findings based on evidence collected from the right source and no elements of plagiarism were practiced within the study. The researcher also ensured that time was well maintained avoiding interrupting the respondents as well as researcher's programs, confidentiality and privacy was also maintained wherever possible. (Brandy, 2011, p.34-48)

3.13.1 Confidentiality

The researcher made sure that time management was one of the most aspect. Keeping time eased the process for both the respondent and the researcher.

3.14 LIMITATIONS OF THE STUDY

However much the researcher had the introductory letters; it proved very bureaucratic to get to some particular information.

Expenses were involved which included transport and stationary costs especially, insufficient funds, weather condition which were unfavorable to a researcher to carry out her research, the researcher faced the problem of getting respondents on time, since some were found too busy moving up and down while others were on leave thus delaying the researcher to make her report.

It was difficult for the researcher to get some of the information from the respondents as it was regarded to be confidential.

3.15 DILIMITATIONS

However much as the process proved to be so bureaucratic to the researcher due to the above limitations. She later succeeded in getting the needed information from the respondents because she had established a good relationship between them.

3.16 CHAPTER CONCLUSION

Under this chapter, the researcher was able to discuss the research design, study population, sampling methods, data collection methods, data collection instruments, population and sampling techniques, and instruments research procedure, data quality control, data presentation and analysis, ethical issues and lastly the limitations expected while carrying out the research have been laid down.

CHAPTER FOUR

PRESENTATION AND DISCUSION OF FINDINGS

4.1 INTRODUCTION

This chapter presents the findings, presentation and analysis of data collected from the field. These findings were mainly obtained from primary data using questionnaires and interview guides, which were specifically designed to obtain data from respondents on; Effective Records Management Systems in University Libraries: a case study of Kampala International University. The findings reported basing on the specific objectives of the study. The background information of the respondents provides mainly the demographic characteristics.

Objectives of the study were:

1. To identify the types of records managed in KIU main library.
2. To lay strategies in order to improve the effectiveness of records management systems in University Libraries.
3. To establish challenges and recommend solutions.

This study sought to answer the following questions:-

1. What are the types of users records managed in KIU main library?
2. What strategies can we lay to improve on the effectiveness of records management systems in KIU Library?
3. What are the challenges and recommendations for the improvement of records management system in KIU main library?

4.2 BACKGROUND OF DEMOGRAPHIC CHARACTERISTICS OF THE RESPONDENTS

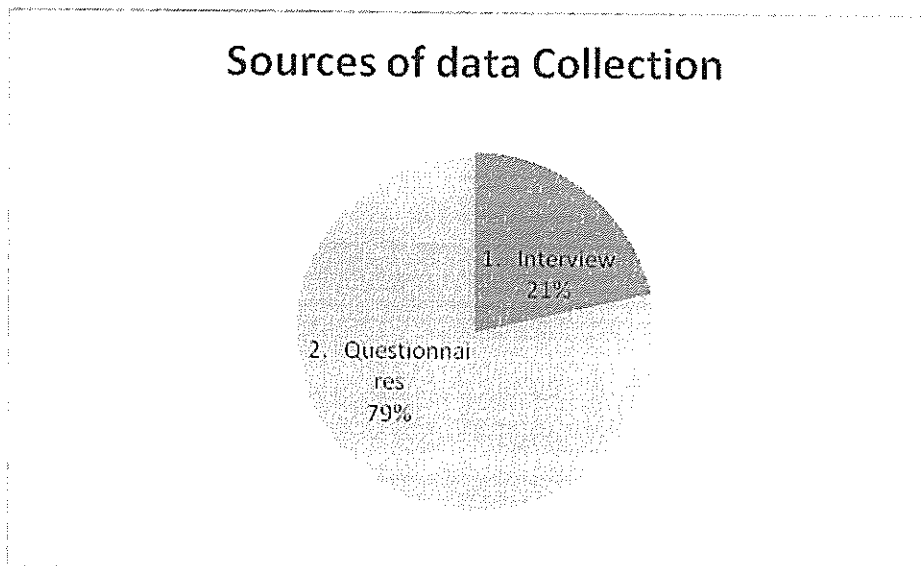
The study's population comprised of the library staff members of KIU Main library. A total of 11 questionnaires were distributed to all the respondents that the researcher selected purposively, the top three members of the library management were interviewed (the Chief University Librarian, Deputy Chief University Librarian and the Library's Chief Cataloguer).

Table 1: Sources of data collection

No.	Form of data Collection	Quantity	Percentage (%)
1.	Interview	3	21
2.	Questionnaires	11	79
	Total	14	100

Findings indicate that 11 (79%) of the information was acquired through the use of questionnaires and 3 (21%) of information received through the use of interview guides. These are presented by the pie chart below.

Figure 1: A Pie Chart Showing Sources of data collection



4.2.1 Gender of the respondents

The researcher examined the Gender of the respondents this was to find out the number of males and females who responded in the study.

The population was selected in such a way to avoid bias and the selected population was mature enough and articulated to interpret the findings. The obtained findings by the researcher are tabulated as follows;

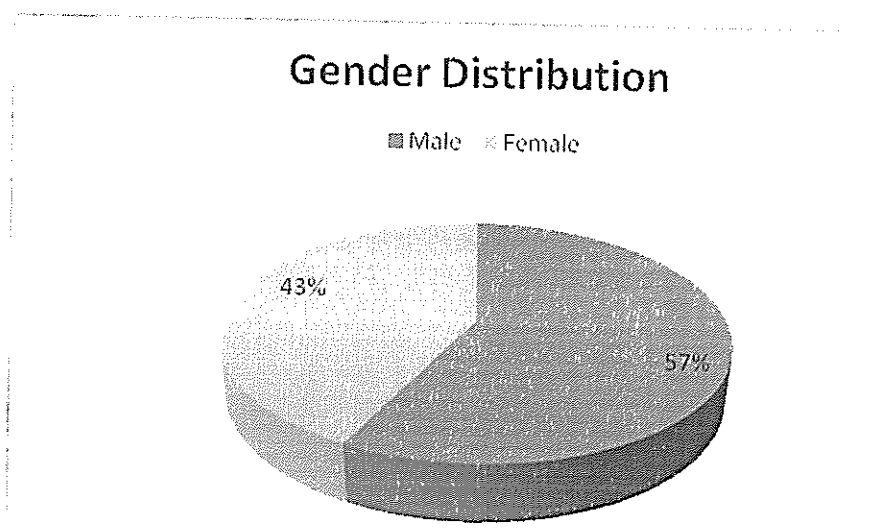
Table 2: Respondents' gender distributions

Gender	Frequency	Percentage (%)
Male	8	57
Female	6	43
Total	14	100

Source: Primary data

The findings indicated that of the respondents covered in the study, 8 (57%) of the respondents were male and 6 (43%) of them were Females. This truly depicts that there was some aspect of balancing the gender in the study undertaken just as indicated on the pie chart below;

Figure 2: A Pie Chart Showing Findings on the gender distribution covered in the study



Source: Primary data

4.3 RESPONSES FROM STAFF MEMBERS

These were the responses from the KIU Library staff; these responses were based on the questions put forward by the researcher to the respective interviewees and those gained from answered questionnaires. A number of three (3) members of

staff were interviewed and 10 questionnaires distributed to 11 members of staff as sampled. The following were the results.

4.3.1 Response rate

The researcher issued out structured questionnaires, she was able to get the data easily since it is simple to administer and gives the respondents time to think of what to respond depending on the questions; on a positive note all people were interested and had time to answer those questionnaires as indicated on the table below;

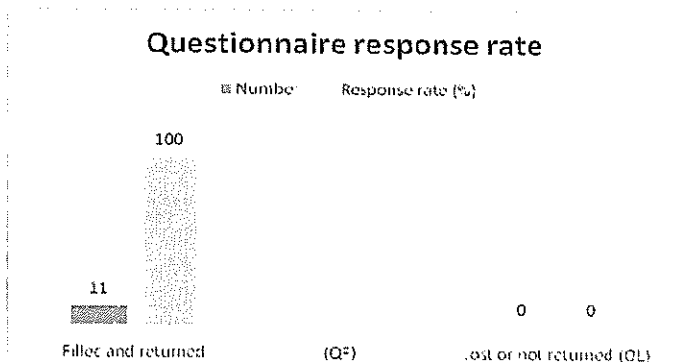
Table 3: Findings on the questionnaires filled in the study

Questionnaires	Number	Response rate (%)
Filled and returned (QF)	11	100
Lost or not returned (QL)	0	0
Total	11	100

Source: Primary data

From the findings in the table above indicate that; the researcher used questionnaire method for data collection and 11 questionnaires were issued to the respondents, 11(100%) were filled and returned to the researcher while 0(0%) was not returned. This can also be best explained and indicated on the bar graph below;

Figure 3: Bar graph showing findings on Questionnaire response rate.



Source: Primary data

4.3.2 Respondents' vocation

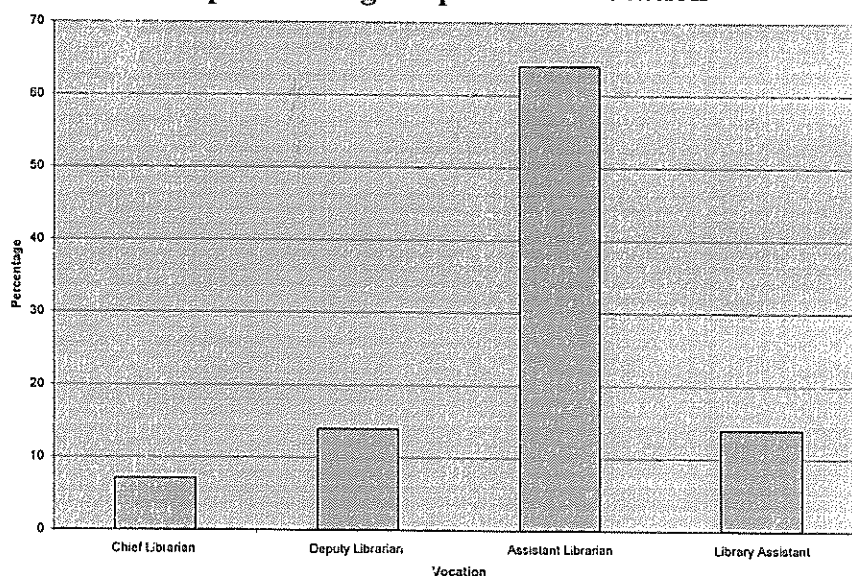
The researchers asked respondents to point out their occupation in order to determine and be sure that all those who took part in the research were individuals directly linked to the profession in order to offer information from an informed point of view. The findings were as follows;

Table 4: Findings on respondents' vocation

Vocation	Frequency	Rate (%)
Chief Librarian (Doctorate)	1	7.14
Deputy Librarian (Master)	2	14
Assistant Librarian	9	64
Library Assistant	2	14
Total	14	100

The findings indicate that 9 (64%) of the population had Assistant Librarian as their vocation, 1 (7.14%) this indicated chief librarian and 2 (14%) indicated deputy librarian. These results can better be explained by the bar graph below.

Figure 4:A Bar Graph Showing Respondents' vocation



4.3.3 Age of respondents

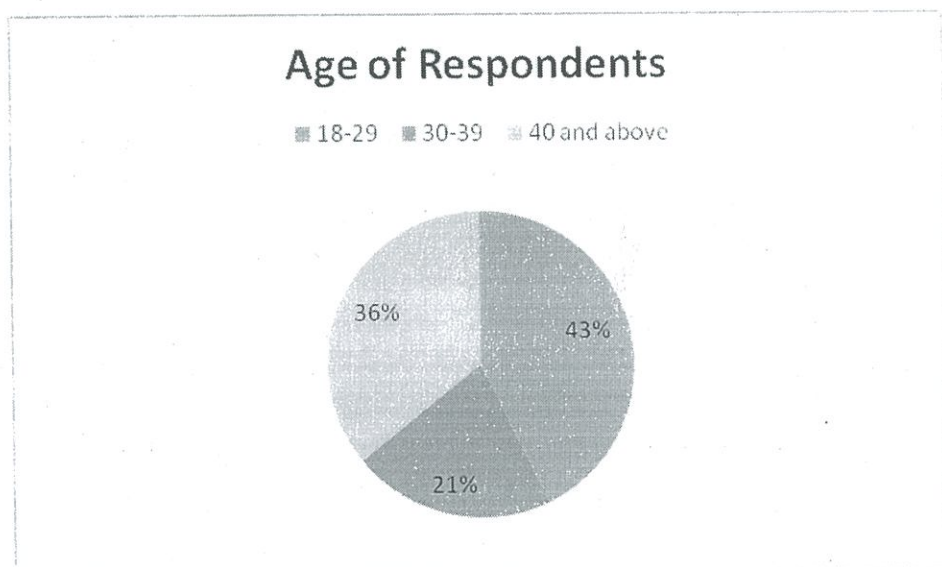
Respondents were requested to point out their age group with a view of concretizing the idea that only individuals who are old enough to interpret and understand the questions in the questionnaire took part in this activity. The results are tabulated below.

Table 5: Findings on Age of respondents

Age bracket	Frequency	Percentage (%)
18-29	6	43
30-39	3	21
40 and above	5	36
Total	14	100

Research findings indicated that 6 (43%) of the respondents belonged to the age group 18-29, 5 (36%) fell in the group 40 and above, 3 (21%) in the age group 30-29. The pie chart below will better explain these findings.

Figure 5: Age of respondents



4.3.4 Education levels of respondents

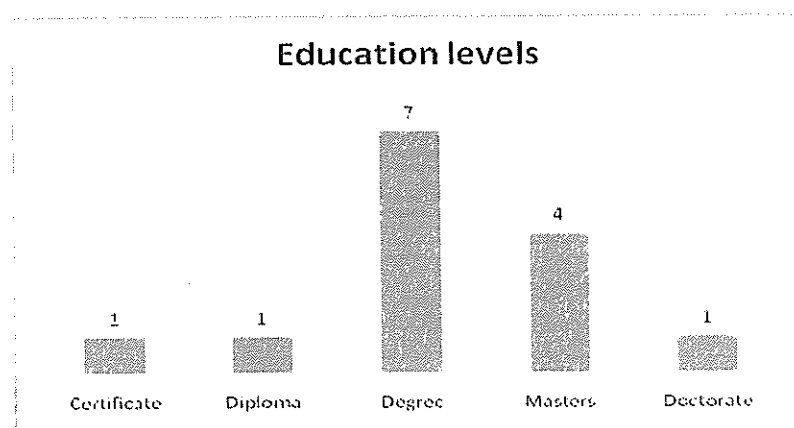
Respondent's educational levels were sought with a view of further understanding their ability to accurately reply to the research questions in the most desired format and with authority. The findings are presented in the table.

Table 6: Respondents' education levels

Level	Frequency	Percentage (%)
Certificate	1	7
Diploma	1	7
Degree	7	50
Masters	4	29
Doctorate	1	7
Total	14	100

Research findings showed that 7 (50%) of the respondents held a Degree, 4 (29%) held a Masters degree and that 1 (7%) respondent had a Doctorate. This was also the case with the rest that is to say Certificate and Diploma had each 1 (7%) among the respondents. This is represented by the Bar graph.

Figure 6: A Bar graph showing the Education levels



4.3.5 Knowledge of Records management

The respondents were asked to point out if they had prior knowledge on records management such that it is understood from which point of view that they gave their responses to the questions. The results are presented below.

Table 7: Knowledge of records management

RM Knowledge	Frequency	Percentage (%)
Yes	14	100
No	0	0
Total	14	100

The respondents indicated that 14 (100%) had knowledge of records management and none had no knowledge of records management.

4.3.5.1 a). Period of records management knowledge

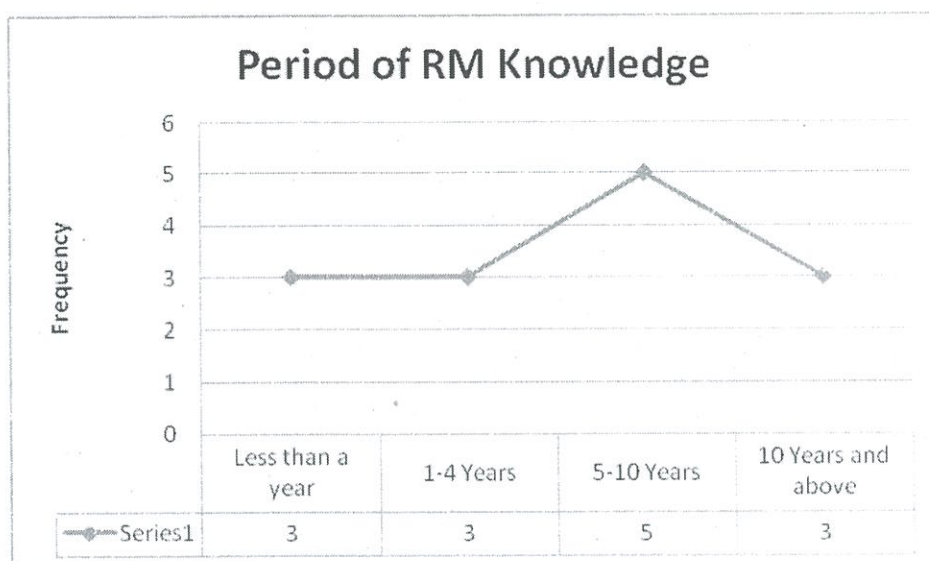
The researcher also inquired on the period of knowledge of records management, this was to further aid the researcher in analyzing their responses to produce accurate findings for the academic world at large.

Table 8: Period of records management knowledge

Period	Frequency	Percentage (%)
Less than a year	3	22
1-4 Years	3	21
5-10 Years	5	36
10 Years and above	3	21
Total	14	100

The research revealed that 5 (36%) of the respondents had knowledge of records management for the period of 5-10 years, 3 (22%) for the period of less than a year. This was also the same case for those in the period of 1-4 years and 10 years and above. The line graph below further explains these findings.

Figure 7: A linier graph showing Period of records management knowledge



4.3.5.2 b). Reasons for lack of knowledge

Respondents who had no knowledge of Records management were requested to specify the reasons why with a view to better analyze the responses that they would give out, however since all the respondents had studied Library, there was none who lacked knowledge of Records management.

4.3.6 a). Methods used in keeping library records

The researcher sought to understand from her respondents the methods that KIU Library uses to keep its records, this was a requirement if the researcher was ever to understand and off better solution to KIU Library for better records management. The results are presented below.

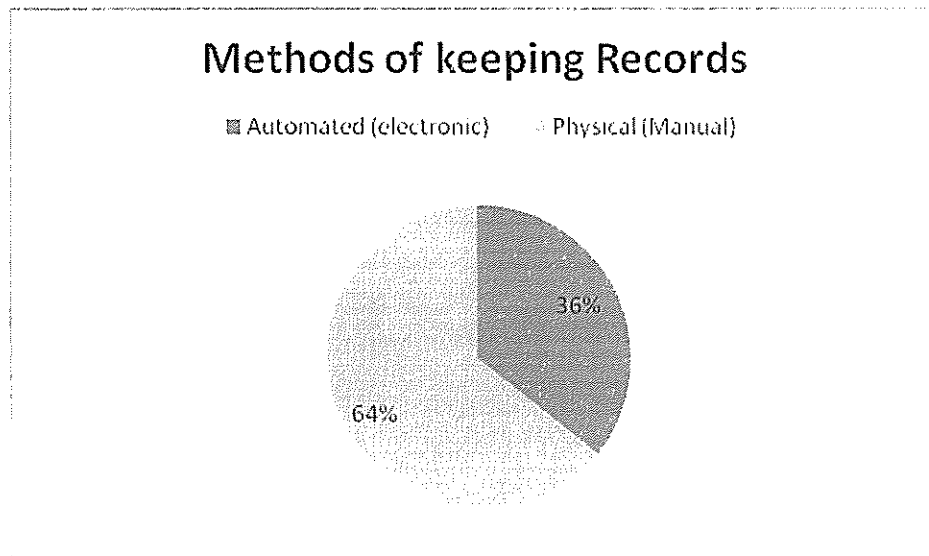
Table 9: Methods used in keeping Library records

Method	Frequency	Percentage (%)
Automated (electronic)	5	36
Physical (Manual)	9	64
Total	14	100



9 (64%) of the respondents pointed out that KIU Library used Physical (Manual) methods of records management while 5 (36%) thought otherwise responding with Automated (Electronic) methods. The Pie further explains these findings.

Figure 8:A pie chart showing Methods of keeping Library records



4.3.6.1 b). Effectiveness of the records management methods

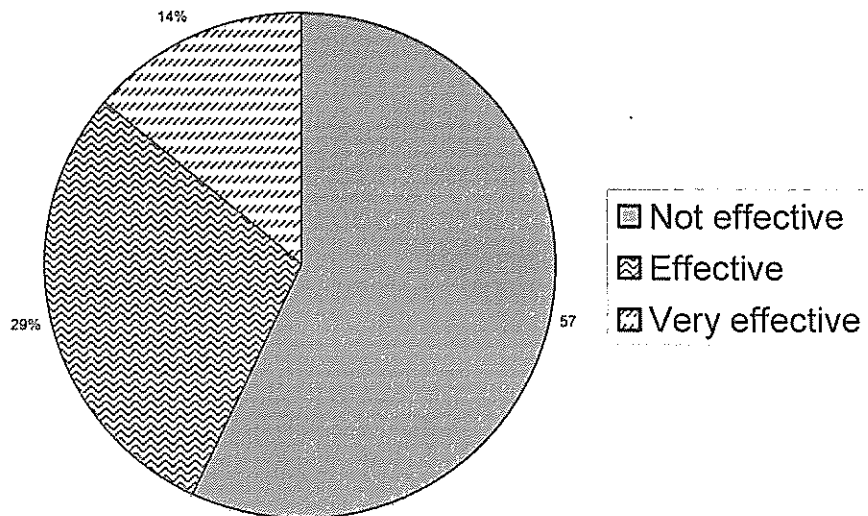
The researcher also asked whether what respondents thought about their reported records management methods were effective, very effective or not, her findings are summarized in the table below.

Table 10: Effectiveness of the records management methods

Effectiveness	Frequency	Percentage (%)
Not effective	8	57
Effective	4	29
Very effective	2	14
Total	14	100

8 (57%) of the respondents thought these methods were not effective, 4 (29%) explained that these methods were effective while 2 (14%) thought the given methods were very effective. These findings are also presented in the pie chart below.

Figure 9: Effectiveness of the records management methods



4.3.7 Types of records managed by KIU Library

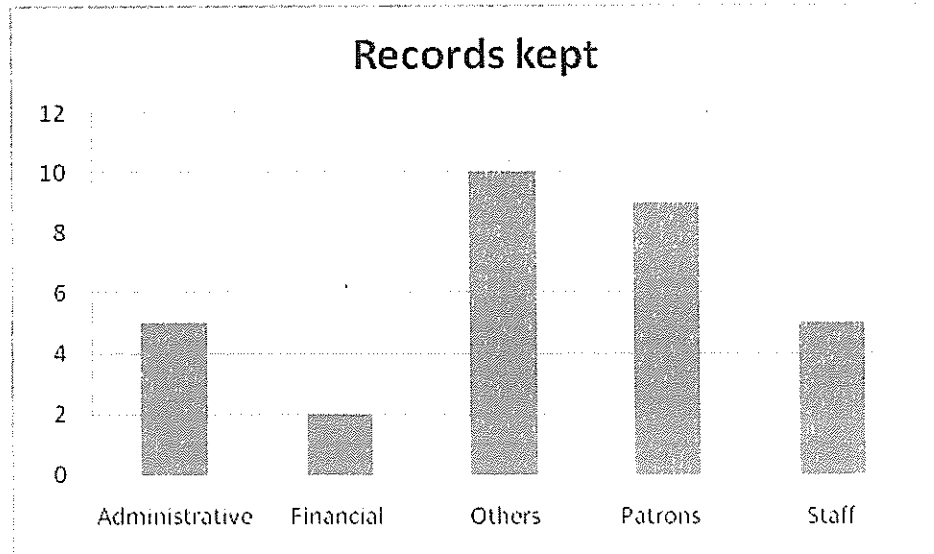
The researcher sought the types of records that are managed by KIU Library, this was aimed at familiarizing herself with the types of records managed to better understand and offer appropriate solutions for their best management. Table below presents a summary of the responses.

Table 11: Types of records managed by KIU Library

Type	Frequency	Percentage (%)
Administrative	5	16
Financial	2	7
Patrons	9	29
Staff	5	16
Others	10	32
Total	31	100

According to findings Patron records comprised 29%, Staff records 16%, Administrative records 16%, Financial records 7%, and Others 32% constituted the types of records kept in KIU Library. Among the others part of responses were books, journals, newspapers and others which could not be independently presented on their own since they are similar in nature. The bar graph below gives a better view on the responses.

Figure 10: Records managed by KIU Library



4.3.8 Roles of records to the life of the users

The researcher inquired the respondent's view on roles of the records to the life of users in the Library. This was intended to enable the researcher examine the value of these records to the library users. The summarized look of the responses is in the table below.

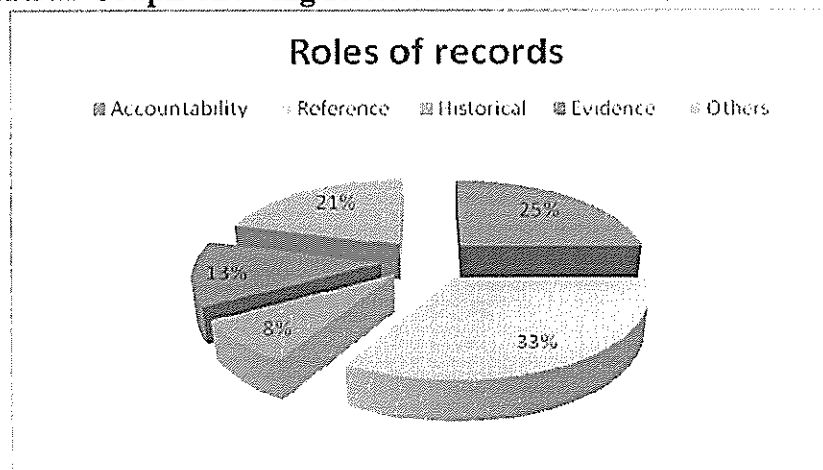
Table 12: Roles of records to the Users

Role	Frequency	Percentage (%)
Accountability	6	25
Reference	8	33
Historical	2	8
Evidence	3	13
Others	5	21
Total	24	100

It was revealed that 33% of the responses favoured the view that these records act as reference sources to the users, 25% said records helped in matters of accountability, 8% for historical reasons, 13% for evidence purposes and 21% for

other purposes that included; planning, research, legal value, replacement and other related purposes. The 3D pie chart gives a better view on the findings.

Figure 11:A Bar Graph Showing Roles of records to the Users



4.3.9 Challenges faced in managing users' records

The researcher asked respondents to point out some of the challenges that they thought KIU Library faced in managing users' records. This is in line with one of the research's objectives. The respondents gave out a number of challenges which are summarized in the table below.

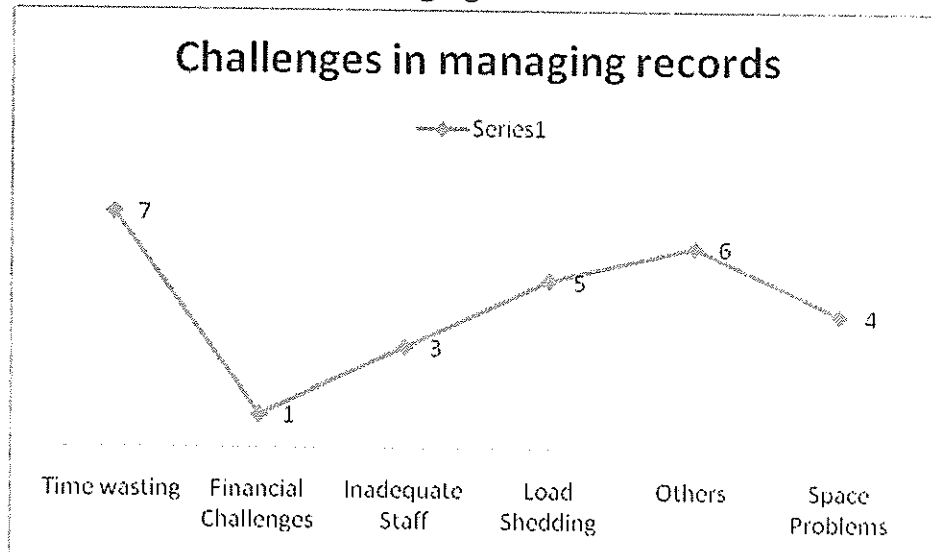
Table 13: Challenges faced in managing users' records

Challenge	Frequency	Percentage (%)
Time wasting	7	27
Space Problems	4	15
Financial Challenges	1	4
Load Shedding	5	19
Inadequate Staff	3	12
Others	6	23
Total	26	100%

The results in the table above indicated that 7 (27%) pointed to Time wasting, 5 (19%) pointed to Load shedding, 4 (15%) pointed out Space problems, 3 (12%) pointed at inadequate staff, there was 1 (4%) mention for financial challenges and

other challenges such as; dust, water infringement and poor handling of records together had 6 (23%) consideration from the respondents.

Figure 12: Challenges faced in managing records



4.3.10 Possible suggestions for the improvements in managing Library records?

Among the suggested solutions were the following: Training more staff members, improve on Internet availability, regular backup of data, digitization, improve on documentation activities, improve on power availability, regular cleaning/dusting, sensitize staff on proper handling of records, keep eats and drinks out of the library, increase on space, improve on security, Automation of services, establish evaluation mechanisms, increase on current awareness services, procure Antivirus systems, improve on staff.

4.4 DISCUSSION OF FINDINGS

From the presented research findings it can be stated that the respondents were fairly representative of the total population for the study, the sample figure 43% (for female) and 57% (for male) is a clear representation of KIU Library staff's gender distribution.

All respondents were directly linked to the Librarianship profession as findings indicated that 9 (64%) of the population had Assistant Librarian as their vocation, 3 (22%) were Librarians and 2 (14%) were library assistants. These figures demonstrate that all respondents gave their responses from an informed point of view.

There were no underage respondents for this survey as findings indicated that 6 (43%) of the respondents belonged to the age group 18-29, 5 (36%) fell in the group 40 and above, 3 (21%) in the age group 30-29. There were no respondents below the age of 18 as this group got no responses from all the respondents.

All respondents were highly educated and therefore in position to answer the questions rightly; 7 (50%) of the respondents held a Degree, 4 (29%) held a Masters degree and that 1(7%) respondent had a Doctorate. This was also the case with the rest that is to say Certificate and Diploma had each 1 (7%) among the respondents.

Knowledge of records management was at a maximum as all respondents indicated that 14 (100%) had knowledge of records management and none had no knowledge of records management. The respondents also had spent some good years in this field as 5 (36%) of the respondents had knowledge of records management for the period of 5-10 years, 3 (22%) for the period of less than a year. This was also the same case for those in the period of 1-4 years and 10 years and above. It is fair to conclude that the respondents were clear about what they reported as responses.

Two key methods used in keeping records were identified; respondents pointed out that KIU Library used Physical (Manual) methods of records management and Automated (Electronic) methods. 57% of the respondents thought the methods used by KIU Library in keeping records were not effective, 29% explained that these methods were effective while 14% thought the given methods were very effective at serving the organization in its records management needs.

Patron records took the greatest share of records managed by the library, 29%, Staff records and Administrative records 16% followed with, Financial records with 7%, and Others with 32% constituted the types of records kept in KIU Library. What constitutes the “others” part has been prior mentioned in its appropriate section.

Most of the respondents thought that records act as reference sources to the users, others thought that they helped in matters of accountability, some stressed historical reasons, for evidence purposes while others gave a host of other purposes that included; planning, research, legal value, replacement and other related purposes.

Time wasting, 27% comprised the biggest challenge to managing records in KIU Library, these were followed by Load shedding 19% followed by Space problems 15%, 12% pointed at inadequate staff, there was 4% mention for financial challenges and other challenges such as dust, water infringement and poor handling of records together had 6 23% consideration from the respondents.

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 INTRODUCTION

This chapter marks the final stage of the study report. The study was carried out to determine Effective Records Management Systems in University Libraries: a case study of Kampala International University. The chapter presents a summary of the findings, the conclusion, as well as the recommendations by the researcher.

The objectives of the study were; to identify the types of records managed in KIU main library, lay strategies in order to improve the effectiveness of records management systems in University Libraries, establish challenges and recommend the solutions to challenges faced in KIU user's records management. This study sought to answer the following questions; what are the types of users records managed in KIU main library? What strategies can we lay to improve on the effectiveness of records management systems in KIU Library? What are the challenges and recommendations for the improvement of records management system in KIU main library?

5.2 SUMMARY OF THE FINDINGS

5.2.1 Gender of the respondents

From the presented research findings it can be stated that the respondents were fairly representative of the total population for the study, the sample figure 43% (for female) and 57% (for male) is a clear representation of KIU Library staff's gender distribution.

5.2.2 Respondents' Vocation

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5.2.5 Knowledge of Records management

Knowledge of records management was at a maximum as all respondents indicated that 14 (100%) had knowledge of records management and none had no knowledge of records management.

5.2.5.1 Period of knowledge:

The respondents also had spent some good years in this field as 5 (36%) of the respondents had knowledge of records management for the period of 5-10 years, 3 (22%) for the period of less than a year. This was also the same case for those in the period of 1-4 years and 10 years and above. It is fair to conclude that the respondents were clear about what they reported as responses.

5.2.6 Methods used in Keeping Library records

Two key methods used in keeping records were identified; respondents pointed out that KIU Library used Physical (Manual) methods of records management and Automated (Electronic) methods. 57% of the respondents thought the methods used by KIU Library in keeping records were not effective, 29% explained that

these methods were effective while 14% thought the given methods were very effective at serving the organization in its records management needs.

5.2.7 Types of records managed

Patron records took the greatest share of records managed by the library, 29%, Staff records and Administrative records 16% followed with, financial records with 7%, and Others with 32% constituted the types of records kept in KIU Library. What constitutes the “others” part has been prior mentioned in its appropriate section.

5.2.8 Roles of records to the life of the users

Most of the respondents thought that records act as reference sources to the users, others thought that they helped in matters of accountability, some stressed historical reasons, for evidence purposes while others gave a host of other purposes that included; planning, research, legal value, replacement and other related purposes.

5.2.9 Challenges faced in managing users' records

Time wasting, 27% comprised the biggest challenge to managing records in KIU Library, these were followed by Load shedding 19% followed by Space problems 15%, 12% pointed at inadequate staff, there was 4% mention for financial challenges and other challenges such as dust, water infringement and poor handling of records together had 6 23% consideration from the respondents.

5.3 CONCLUSION

This section presents the conclusions that were based on individual objectives of the study. The conclusions were also reached resulting from the findings of the study and the researcher's own interpretation of these findings.

Effective records management systems is a key in any institution and therefore a lot has to be taken to ensure effective records management. Records management is a managerial tool for making information / records availability and usability. It should be noted that the physical environment of the records matters much and so records should be put in a safer environment. It is not until there is a realization

that records form an integral part of an institution that the handlers will be more careful in their way of handling records. Well knowing that records mostly kept and created are paper based, it is evident that the rate of deterioration is high and so proper management of storage facilities is important. In addition, causes of deterioration like insects and rodents should be curbed with appropriate measures like fumigation and other relevant measures. It should be noted that various challenges are faced during effective records management systems such as untrained staff's challenges and so the challenges should be attended to, perhaps solutions may be got, as some are already being dealt with by the institution. However, various recommendations have been put together to generally improve the effectiveness of records management systems in the University.

5.4 RECOMMENDATIONS

The researcher has recommended the following based on the research carried out and personal opinion. It should be noted that the university has done a tremendous work with the aspect of records preservation. The recommendations below are just to propose an improvement in some particular areas.

5.4.1 Implementation of appraisal and disposable policies

Appraisal and disposable policies should be in place so that the volume of paper records is controlled for easy management of space. This is true for the Academic Libraries.

5.4.2 Use of acid-free paper and boxes

KIU should try acquiring acid free paper and boxes to preserve the continued value of records.

5.4.3 Use of fire control measures

Purchase of enough fire extinguishers and fire alarms, encapsulations and dehumifiers will help guard against the uncertain calamity of fire outbreaks.

5.4.4 Sensitization of users and handlers

Users in KIU should be sensitized about the value of records, and handling, practices like wetting paper ends with saliva while turning, harsh turning of papers should be discouraged.

Also in handling, an early target must be to ensure that all staff is aware of the importance and responsibility of handling. It is crucial that high standards are maintained in the public areas.

An early target must be to ensure that all staff is aware of the importance and responsibility of handling. It is crucial that high standards are maintained in the public areas, where trained staff must ensure that users are aware of their responsibility when handling original material. Strong standards of supervision must be maintained, and it is recommended that pencils only be used for note taking. The expected standards of behavior must be published and available to users- no smoking, eating or drinking, etc.

5.4.5 Training and recruitment of staff

KIU should consider training of more record personnel and equipping existing ones with more skills for effective professional management. Recruitment of trained and skilled staff to help in handling of records more professionally would enhance effective records management system at KIU.

5.4.6 Create back-ups and support records

It is very necessary to have back-ups and support records to avoid complete loss in times of calamity. In KIU, it was found out that various records have no back-ups and so this particular area needs attention.

5.4.7 Avoid bad practices in records stores

In KIU, Practices like eating and taking tea in records stores must be dealt with accordingly. Food particles attract pests. The researcher recommends that the activities be carried out in the office should be records related if they must should be more careful in every way not forgetting the vulnerability of records.

5.4.8 Use of curtain blinds and tinted glass

Tinted glass and curtain blinds should be used in every office with records to avoid direct effect of the sun.

5.4.9 Proper handling of original records

When handling original materials, strong standards of supervision must be maintained, and it is recommended that pencils only be used for note taking. The expected standards of behavior must be published and available to users in each of these institutions.

5.4.10 Establishment of a disaster preparedness program

KIU should consider establishing a disaster preparedness program to protect the records in cases of calamity. This will help them deal with disasters like fire, floods among others more keenly and professionally. It is recommended that all institutions that hold books or records develop an emergency plan. This will enable staff to react effectively and efficiently if an emergency event occurs. The plan must be clearly written and understood by all the staff who will be involved. The plan will further require a rigorous training and a review program to be developed.

5.4.11 Expansion of space

The researcher observed that the space in KIU was very small and students congest the office because that is where their transactional activities take place. The in charge should think of how to manage the space properly and limit free entry and propose the expansion of space.

5.4.12 Proper arrangement of records

Some records were observed not very organized on tables in KIU. A more organized arrangement would make the environment more conducive.

5.4.13 Careful measures of repair and restoration

Staples and glue used to repair torn records should be used carefully because the chemical from glue and from the staples harm the paper records.

5.4.14 Careful dusting

According to the discussion with the in charges, dust is one of the causes of harm. The researcher recommends that the process of dusting should be done very carefully to avoid misplacement and tearing off paper records.

5.4.15 On line management of records

The researcher recommends the use of on line records management and creation of e-records, and digitization to the institution.

5.4.16 Packaging

It is recommended that a packing program be developed as part of an overall preservation strategy. This is an area where much can be achieved with prudent investment. It will considerably improve the management of the materials if packaging is standardized.

5.4.17. Good housekeeping

It is vitally important that an overall policy of cleaning and tidying be maintained. Cleaning and ancillary staff are generally an available, and cheap, commodity, and their use can make very real improvement to the general conditions of storage

5.5 SUGGESTIONS FOR FURTHER RESEARCH

The research was about the Effective Records Management Systems in Academic Libraries. The researcher went ahead to find related information to meet the likely objectives. However, the researcher notes the following for further research.

Importance of records management in academic libraries.

The need for integrating records management systems in academic libraries.

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APPENDICES
APPENDIX I: QUESTIONNAIRE

DEAR RESPONDENT

I am a student of Uganda Christian University – Mukono carrying out a research study on the topic;

Effective Records Managements in University Libraries: a case study of Kampala International University.

The research is required as a partial fulfillment of the degree of Bachelor of Library and Information Science.

I have been selected to be part of the study. I therefore request kindly for your cooperation and support by providing answers to the given questions. The information you will give will be treated with confidentiality and solely for academic purpose.

Signature.....

Bio-data (Tick appropriate box)

1. What is your occupation?

Librarian	<input type="checkbox"/>	Library Assistant	<input type="checkbox"/>
Assistant Librarian	<input type="checkbox"/>	Deputy University Librarian	<input type="checkbox"/>

Others specify.....

2. What age group do you belong to?

Below 18	<input type="checkbox"/>	18 – 29	<input type="checkbox"/>
30 – 39	<input type="checkbox"/>	40 – 49	<input type="checkbox"/>
40 and above	<input type="checkbox"/>		

3. Gender of the employees at Kampala International University main library?

Males	<input type="checkbox"/>	Females	<input type="checkbox"/>
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4. What are the education levels of the employees at Kampala International University main library?

Certificate	<input type="checkbox"/>	Masters	<input type="checkbox"/>
Diploma	<input type="checkbox"/>	Degree	<input type="checkbox"/>

Others specify.....

5. Have you heard about Records Management?

Yes ☐ No ☐

5(a). If yes, how long have you heard about Records Management in KIU?

Less than a year	<input type="checkbox"/>	1 – 4	<input type="checkbox"/>
5 – 10	<input type="checkbox"/>	Over 10 years	<input type="checkbox"/>

(b). If no, what reasons do you give?

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6. What method does KIU use to keep Library users records?

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(b). How effective is the method?

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7. What are the types of records managed in the library?

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8. What are the roles of Kampala International University student's records to the life of the users?

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9. What are the challenges faced by Kampala International University Library in managing users' records?

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10. What are the possible suggestions for the improvement on Kampala International University Library records?

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Thank you

APPENDIX 2: INTERVIEW GUIDE

1. In what form are your records?
2. Types of users in the library?
3. What is the storage system for the users' records at KIU main library?
4. Do you dispose off records when not in use/needed. If so, how long do you take to dispose off records?
5. What problems are faced in records management?
6. What are the strategies of solving the records management problems?
7. Any other thing?

APPENDIX 3: OBSERVATION GUIDE.

1. View and identify area of study.
2. Looking at the general environment of the University.
3. Visit the Library and study the managerial state of user's records.
4. Study and identify if there is a system for managing records.
5. Identify the methods in managing records.
6. On the researchers view identify and establish challenges affecting records management in the library.



31st July 2012

Dear Sir/Madam,

RE: STUDENT'S RESEARCH IN YOUR ORGANISATION

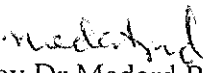
As a partial fulfillment of the requirements for the award of the degree of Bachelor of Library and Information Science (BLIS), final year students carry out research on a topic relevant to the programme. This is therefore, to introduce **Nabirye Monic** who is a final year BLIS student at this university and has chosen **Effective Records Management Systems in Academic Libraries: a Case study of Kampala International University**.

We are requesting you to give the researcher as much assistance as he/she requires in collecting data related to the research being undertaken. All students are aware that research is an ethical activity that issues include: privacy, respect of informants and confidentiality.

For the time the researcher will be carrying out the research, he/she should be under your direct supervision and is therefore, expected to follow the organisation's policy and expectations.

We thank you very much for your cooperation.

Yours truly,


Rev Dr Medard Rugyendo
Dean, Faculty of Education and Arts

