

## Effective Records Retention Program for Selected University Libraries in South-South, Nigeria

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### ABSTRACT

The study investigated effective records retention program in selected university libraries in the South-South, Nigeria. The population consists of 790 librarians and library staff of the federal, state and private university libraries in the south-south, Nigeria. The questionnaire was used as instrument for data collection. Seven hundred and ninety (790) copies of the questionnaire were administered but 670 copies were retrieved from the respondents. The data collected were subjected to frequency count and simple percentage. The results of the study, among others, showed that universities libraries has the following typed of records commonly stored which include books and journals acquired, periodical/ appraisal /promotion/ conference records, staff files, library holdings, minute of meeting, receipts of money received, library equipment, actual budget allocation, releases and retiring/ shipment receipts and purchase order. The outcomes of the study revealed that existing records retention programs in the university libraries were patron records, library resources records, standard records /managerial records and digital records. The study further reveals that using computer, stored manually and file cabinets were the methods utilised to improve records retention programs. It also, revealed lack of awareness on records policy /lack of professional training on records retention/ improper filling, inadequate finance, inadequate resources facilities', lack of policy implementation, poor maintenance culture, quality and quantity of staff / poor storage condition. It was recommended that management should develop a comprehensive records retention policy that establish clear guidelines of what constitutes a record, identify different record types, and categorize them based on their importance and legal requirements and how long each record type should be

retained, considering factors like legal obligations, historical value, and operational needs and among others.

**KEYWORDS:** Project, Application, Actual, Records, Holding, University, Library

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## **I. INTRODUCTION**

The process of creating and executing policies and procedures that guarantee that records are managed in a way that satisfies legal and regulatory requirements, safeguards the organization's interests, and preserves its legacy is known as effective records retention program. Every business has to have a solid understanding of records policy and execution, since it facilitates the handling of transactions pertaining to the whole life cycle of records, including their production, usage, maintenance, and disposal. Lawal (2018) asserts that record-keeping procedures have an impact on how well individuals execute on the job within an organization. Effective records retention programs have the tendency to predict managerial effectiveness outcomes in the setting of library staff. Records are all of the written materials that can be retrieved and used as proof for decisions made, actions taken, or past events.

Balalola (2019) defined records as the entirety of journals, ledgers, CDS, memory cards, correspondence, reports, policy statements, lists of officers, personnel records of faculty staff, students, alumni, and offices of the university units, among others. The Latin word "recordari," which means to remember or be attentive of, is where the word "record" originates. Regardless of the media's physical qualities or format, records are documentary evidence of transactions performed and received in compliance with legal requirements. Maintaining records requires appropriate and sufficient filing methods, retrieval tools, storage, and a retention plan. Effective record keeping is necessary for an organization's administrative performance.

According to Chinyemba and Ngulube (2013), effective data retention strategies entail

establishing systematic control at each stage of the record's life cycle in accordance with well-established concepts and acknowledged records management models. Concurrently, the ability to affect administrative operations and the effective, accountable, and transparent administration of an organization's processes are greatly influenced by records design and implementation techniques. A timely response to users and an adequate amount of documentation proof in relation to the information requirements of institutions will be guaranteed by properly planned records and implementation procedures. Therefore, it is crucial to follow certain steps in order to design and implement an efficient records retention program for university libraries. These steps include creating a records retention policy, identifying and classifying records, creating a retention schedule, starting small, utilizing technology, putting the program into action, communicating with staff, involving stakeholders, being adaptable, training staff, and monitoring and evaluating the program, among other things. whatever recorded information, in whatever format, that is used to record the administration, operations, decisions, policies, or other activities of the university and its offices, faculty, staff, and students is generally referred to as a university's record. According to Kemoni, as referenced in Madumere and Ezeani (2012), archive material greatly enhances research, personal growth, and the providing of answers to real-world issues.

It also helps users and improves scholarly work. Because of this, university libraries' archive materials are helpful for research, administration, and legal needs. These are items that the parent organization, the departments/agencies that created them, or other external users deem worthy of

permanent preservation due to their enduring importance. Because they preserve and uphold the historical and cultural reputation of the creators' organization or institution and the community, archival documents are essential. It goes on to look into the kinds of records that are typically kept, the approaches used to make records retention better, the difficulties and best practices for creating and carrying out an efficient records retention program for university libraries in Nigeria. This circumstance creates a vacuum in the literature and in our expertise of how to create and carry out a successful records retention program in university libraries in Nigeria. It is therefore hoped that when this study is finished, it will close the gap.

#### **Statement of the Problem**

Records are very dynamic tool in every society, organization or institution especially inference, decision-making or administrative, research among others. Information contained in records and records management are the pillars of business activities. In the absence of effective records retention program management is undermined in its decision-making processes. The demand for appropriate, adequate and timely records for management decisions in Nigerian universities appears challenging. The university system is increasing at an unprecedented rate, so do their problems of planning, organization, administration, monitoring and control. Accordingly, there is the need for effective records management among educationists, administrators, planners and policy makers (Nwankwo, 1985). Records in the university suffer from random obliteration, unprotected from disaster, heaps of files without proper arrangement. There is also lack of management principles which cover records from their creation through their use to their final disposition. The absence of effective record policy in the university gives more doubt as how university administrators and other professionals have been handling and taking administrative decisions.

It is therefore, necessary to look at the record retention program of university in order to find a way forward. The problem of this study put as a question is: how are the records managed to enhance effective administration of universities in South-South, Nigeria.

#### **Objectives of the Study**

The general objectives of this study is to investigate effective records retention program for selected university libraries in South-South, Nigeria. The specific objectives are to:

- identify the types of records commonly stored in university libraries in Nigeria
- examine the existing records retention programs in the university libraries
- determine the methods libraries utilize to improve records retention programs
- suggest effective records retention program for university libraries in Nigeria; and
- identify the challenges of managing an effective records retention program for university libraries in Nigeria

#### **Review of Related Literature**

According to Seniwolba, Mahama, and Ahulla (2017), records management is crucial for all organizations because, when done well, it may improve business behavior, assist account for the past, and guide future decision-making. Tertiary intuitions are therefore both hubs for academic purists and locations where learning is pursued to the farthest extent possible. Any postsecondary institution, whether federal, state, or private, uses records to translate information for reading, learning, and research administration as part of its regular operations. To put it another way, records are made and utilized in the course of their regular operations (Akporhnor, 2012). University libraries, as major hubs of information creation and storage, face unique challenges in managing their records. Effective records retention programs are crucial for ensuring compliance with legal and regulatory requirements, preserving historical and institutional memory, and optimizing storage

space and resources (Baba and Sambo 2013). Usually, an actual records management programme necessitates a records management policy to guide records management practices in any public offices. Data from HROs, action officers and records personnel show that 38(65.6%) of the respondents indicated the absence of records management policy at the KMC whereas 12(20.7%) indicated the existence of a policy, and eight (13.7%) had no idea of the existence of such a policy. In fact, it was further confirmed through interview and observation that the Kinoodni Municipal Council had no such a policy (Ndenje-Sichalwe., E & Rutta M2021).

Administrative employees frequently have access to documents including rules, procedures, contracts, staff files, library holdings, regulations, minutes, and circulars to stay up to date or acquainted with the regular operations of their organizations. Lack of knowledge of these papers could harm an institution's ability to compete (Akorhonor, 2012). This suggests that staff members at institutions employ information in the form of records as a tactical tool to give their business a competitive edge over rivals that produce, acquire, and utilize records efficiently (Mrwebi, 2000). Similarly, the efficient administration of historical resources in federal university libraries will improve and encourage their use, which will help the universities accomplish their goals, which is also the goal of the university libraries.

According to Madumere and Ezeani (2012), minutes of university councils, senates, committees, faculty boards, congregations, clubs, and associations are a few instances of these archive records. Others are bulletins research reports, conference papers, photographs, lectures (such as inaugural lectures), legal documents (agreements, copyright, deeds, instrument of gift and bequest), bibliographies, convocation order of proceedings, speeches, financial records, video and sound tape recordings, students' associations and alumni publications etc.

Meanwhile, universities are responsible for creating full and accurate records of all their activities and decisions in accordance with standard record management requirement. Since archival management is not a set of tasks that can be simply transferred to others, the archival collections should be managed by experts (Tansey, 2016). Because of this, the archival records are kept safe and secure by qualified archivists in an organization. Similarly, Eguono and Antonia (2022) found that the majority of participants kept their administrative documents in file cabinets 95% of the time, physically stored 56% of the time, and on computers 50% of the time. Numerous scholarly works, including those by Katuu and Van der Walt (2016), Okello-Obura (2011), and David (2017), have demonstrated that record management was a challenge faced by numerous African public and private agencies. These challenges included misfiles, inadequate filing systems, lost files, a lack of policies, and folios, all of which contributed to subpar service delivery. Furthermore, research by Kemoni and Wamukoya (2000) indicates that efficient records management systems offer the data needed for businesses, including colleges, to operate correctly. However, inadequate record-keeping practices might put businesses at danger. Mnjama and Wamukoya (2007) noted the difficulties presented by electronic records, especially in the public sector.

These challenges include the lack of policies and procedures to guide the management of both paper and electronic records; lack of core competencies in records and archives management; lack of budgets allocated to records management; inadequate security and confidentiality controls; lack of records retention and disposal policies; and lack of migration strategies for electronic records. Additionally, there are no organizational plans in place for managing electronic records, and there is a lack of stewardship and coordination in handling paper as well as electronic records. Research conducted in (2000 by Kemoni and Wamukoya, 2005 by Iwhiwhu, and 2009) by

Egwunyenga verified that African record keepers are devoid of the fundamental abilities and knowledge required to manage records and archives in the public sector.

In most African offices, there is a significant issue with technophobia, particularly among the older workers. Many conventional librarians, records managers, and archivists are quite conservative and have a computer phobia as a result of their lack of information technology abilities. This may be due to generation gaps between the new and old professionals which led analogue information managers to perceive computers as a threat to their status as experts. However, policy document is a foundation for any meaningful maintenance practices in records. Policy documents interpret in clear terms what should be done and how to go about it in relation to the maintenance of records of academic libraries.

Mishandling historical documents, exposing them to moisture, ignoring them when they are slightly ripped, annotating them with ink, folding, dog-earing, and improper storage techniques are all examples of an improper maintenance culture. According to Oghenetega and Ebele (2014), archival and library information-bearing materials deteriorate more quickly when there is an inadequate maintenance culture in place. They also found that, with the right care, books and other paper-based archival materials might endure for 500 years. Every organization needs effective records management procedures to help it fulfil the objectives that its founders set out when they first envisioned the company. In order to run public and private institutions effectively and efficiently, records management plays a crucial role. The practice is very essential to the management of the institutions since it records the creation and execution of suitable service programs, enabling effective task monitoring (Egwunyenga, 2009).

According to Robeck, Brown, and Stephens (2002), companies use records management to manage the growth and creation of records,

lower operating costs, boost productivity and efficiency, integrate new technology, assure regulatory compliance, lower the risk of litigation, protect sensitive data, facilitate better management decision-making, preserve the corporate memory, and foster. Thus, the preservation of records is essential for both the historical and future cultural legacies of any institution (Abdulkareem, Isah, & Issa, 2013). Furthermore, in view of the importance of archival materials and their use in university libraries, Similarly, Eguono and Antonia's (2022) study found that 84.3% of records management methods involve holding frequent meetings with record officers, 100% of workers are engaged, 65.6% of workers reward hard work, and 78.1% of workers foster teamwork. According to Aboyade and Aboyade (2017), filing is the process of organizing documents into files and keeping them in their designated locations. For instance, file cabinets or catalog boxes. Filing in a library is defined as the methodical organization of catalog and index entries.

The ultimate goal of filing is to arrange documents in a logical manner so that they may be retrieved and accessed quickly and easily when needed. There are two methods for filing records: departmental filing, which is decentralized, and centralized filing. Filing might be managed departmentally or centrally. While some organizations choose decentralized/departmental filing, others opt for a centralized filing approach. Both approaches are good, according to others as well. Instead of letting each department file its own records, centralized filing keeps all of an institution's files under one roof. For the purpose of handling filing, many major organizations set up a separate department, known as the central filing department. Filing is handled more effectively because records managers-trained individuals-are in charge of all filing. This makes it possible for effective supervision to be exercised over files including the movement and placement of correspondence on files. Decentralized or departmental filing is a system by which each

department or section of an organization keeps and maintains its own system of filing which best suits it (Arora, 2006).

## II. METHODOLOGY

The survey research design was adopted for this study, which involved collection of information about the facts pertaining to individuals or other entities. The population of this study comprised seven hundred and ninety (790) librarians and library officers from federal, state and private universities in South-South, Nigeria. The purposive technique used for the study. Considering the small size of the population from each of the universities. Total enumerative was used for the study. Therefore, all the 790 library personnel in South-South federal, state and private university libraries were enumerated to participate in the study. This is consistent with Afolabi (1999) claim that a researcher can include the entire population in a study provided it is manageable, accessible to study subject and would not pose any financial issues. Questionnaire were used for data

collection. In order to ensure contents construct validity mechanism, the instrument for data collection was given to three senior lecturers in the department of library and information science, Imo state university, Owerri, who are research specialists for appropriate scrutiny and evaluation before the instruments were administered to the respondents.

The researchers distributed the questionnaire with the help of co-librarians as research assistants. Three research assistants helped to distribute and collect the instruments since they are familiar with the respondents. A period of 2 weeks was used for the administration and collection of the instruments. All the total population of 790 were used for the study and distributed to the respondents, 670 were duly completed and found usable, which gives (84.8%) response rate. Results were analysed using Statistic Package for the Social Science (SPSS) application software was used for the analysis, and simple percentage was adopted for easy analysis and interpretation.

Table 1: Population of Librarians and Library Staff at the Universities in South-South, Nigeria.

S.N.	Name Of Institution	State	Ownership	Population
1	Federal University of Petroleum Resources, Effurun	Delta	Federal	34
2	Federal University Otuoke	Bayelsa	Federal	23
3	University of Benin	Edo	Federal	85
4	University of Calabar	Cross Rivers	Federal	86
5	University of Port-Harcourt	Rivers	Federal	61
6	University of Uyo	Akwa Ibom	Federal	125
7	Nigeria Maritime University, Okerenkoko	Delta	Federal	11
8	Akwa Ibom State University of Technology, Uyo	Akwa Ibom	State	34
9	Cross River State University of Science and Technology, Calabar	Cross River	State	20
10	Delta State University, Abraka	Delta	State	47
11	University of Delta Agbor	Delta	State	24
12	University of Science and Technology Ozoro	Delta	State	25
13	Dennis Osasebay University, Asaba	Delta	State	35
14	Ignatius Ajuru University of Education, Rumuolumeni	Rivers	State	17
15	Niger Delta University (NDU), Yenagoa	Bayelsa	State	51

16	Rivers State University of Science and Technology (RUST) Port Harcourt	Rivers	State	09
17	Ambrose Ali University, Ekpoma	Edo	State	51
18	Igbenedion University, Okada	Edo	Private	06
19	Novena University, Ogume	Delta	Private	07
20	Obong University, ObangNtak	Akwa-Ibom	Private	07
21	Rhema University, Obeama-Asa	Rivers	Private	10
22	Wellspring University, Evbuobanosa, Edo State	Edo	Private	12
23	Western Delta University, Oghara	Delta	Private	04
24	Benson Idahosa University, Benin City	Edo	Private	06
Total				790

**Source:** Fieldwork 2021/2022. Academic Session

### Data Presentation

Seven hundred and ninety thousand (790) copies of the questionnaire that were administered, 607 (84.8%) were completed and

returned. Data were presented for analysis using the descriptive statistics which include frequency count and percentages.

Table 2: Questionnaire and Response Rate

S.N.	Name of the University	No of Questionnaires Administered	No of Questionnaires Returned	Response Rate %
1	Federal University of Petroleum Resources, Effurun	34	31	91.1
2	Federal University Otuoke	23	21	91.3
3	University of Benin	85	72	84.7
4	University of Calabar	86	71	82.5
5	University of Port-Harcourt	61	47	77
6	University of Uyo	125	91	72.8
7	Nigeria Maritime University, Okerenkoko	11	9	81.8
8	Akwa Ibom State University of Technology, Uyo	34	28	82.3
9	Cross River State University of Science and Technology, Calabar	20	18	90
10	Delta State University, Abraka	47	36	76.5
11	University of Delta Agbor	24	23	95.8
12	University of Science and Technology Ozoro	25	21	84
13	Dennis Osasebay University, Asaba	35	32	91.4
14	Ignatius Ajuru University of Education, Rumuolumeni	17	17	100
15	Niger Delta University (NDU), Yenagoa	51	47	92.1
16	Rivers State University of Science	09	09	100

	and Technology (RUST) Port Harcourt			
17	Ambrose Ali University, Ekpoma	51	45	88.2
18	Igbenedion University, Okada	06	06	100
19	Novena University, Ogume	07	07	100
20	Obong University, ObangNtak	07	07	100
21	Rhema University, Obeama-Asa	10	10	100
22	Wellspring University, Evbuobanosa, Edo State	12	12	100
23	Western Delta University, Oghara	04	04	100
24	Benson Idahosa University, Benin City	06	06	100
	<b>Total</b>	<b>790</b>	<b>670</b>	<b>84.8</b>

**Source:** Fieldwork 2021/2022. Academic Session at the various universities.

Table 2, revealed that out of the 790 copies of the questionnaire administered for the study, 670 were retrieved and found useable, representing (84.8%) response rate.

### Research Question 1: What are the types of records commonly stored in University Libraries in Nigeria?

Table 3: Type of records commonly stored in University Libraries

Stored records	Agreed	Disagreed
List of the books and journals acquired	623(92.9%)	47(7%)
Staff files	596(88.9%)	74(11%)
Library equipment	435(64.9%)	235(35%)
Actual budget allocation	421(62.8%)	249(37.1%)
Library holdings	542(80.8%)	128(19.1%)
Shipment receipts and purchase order	421(62.8%)	249(37.1%)
Receipts of money received	521(77.7%)	149(22.2%)
Budget request	376(56.1%)	294(43.8%)
Periodical appraisal/promotion/confirmation records	621(92.6%)	49(7.3%)
Minute of meeting	534(79.7%)	136(20.2%)
Students transcripts	128(19.1%)	542(80.8%)
Reports	376(56.1%)	294(43.8%)
Sitting capacity of the library	391(58.3%)	279(41.6%)
Releases and retiring	421(62.8%)	249(37.1%)

Table 3 shows typed of records commonly stored in the university libraries. The majority of the respondents agreed that, books and journals acquired 623(92.9%), periodical/appraisal /promotion/ conference records 621(92.6%), staff files 596(88.9%),library holdings 542(80.8%), minute of meeting 534(79.7%), receipts of money received

521(77.7%), library equipment 435(64.9%) actual budget allocation 421(62.8%), releases and retiring/ shipment receipts and purchase order 421(62.8%), sitting capacity of the library files 391(58.3%) and reports/budget request 376(56.1%) meanwhile, the respondents disagreed that students transcripts 542(80.8%) were not commonly stored in the libraries.



**Research Question 2: Existing records retention programs in the university libraries.**

Table 4: Records retention programs in the university libraries.

Variables	Agreed	Disagreed
Standard records	623(92.9%)	47(7%)
Digital records	599(89.4%)	71(10.5%)
Library resource records	641(95.6%)	29(4.3%)
Patron records	665(99.2%)	5(07%)
Managerial records	623(92.9%)	47(7%)

Table 4 shows existing records retention programs in the university libraries. The majority of the respondents agreed that patron records 665(99.2%), library resources records

641(95.6%), standard records /managerial records 623(92.9%) and digital records 599(89.4%)

**Research Question 3: What are the methods utilized by libraries to improve records retention programs?**

Table 5: Methods utilized by libraries to improve records retention programs

Methods Used	Agreed	Disagreed
File cabinets	343(51.1%)	327(48.8%)
Using computer	623(92.9%)	47(7%)
Stored manually	511(76.2%)	159(23.7%)
Both electronic and manual	665(99.2%)	5(07%)

Table 5 shows methods utilise by the libraries to improve records retention programs. The majority of the respondents agreed that 665(99.2%), using computer 623(92.9%), stored manually 311(76.2%) and file cabinets 343

(51.1%). This predestined that the universities libraries records are secured to great extent. Thus, when one form of the records is lost, the establishment can rely on the other form for its operations.

**Research Question 4: Suggest effective records retention program for university libraries.**

Table 6: Suggest effective records retention program for the university

Variables	Frequency	Percentage
Centralized	125	18.6%
De-centralized	545	81.3%
Total	670	99.9%

Table 6 shows an effective records retention programs for the universities libraries. The majority of the respondents 545 (81.3%) of the respondents practiced de- centralised records management system in the university libraries,

which indicated that records are secured in various unit/sections of the libraries hence one unit/department cannot have access to another unit records without permission.

**Research Question 5: Challenges of managing an effective records retention program for university libraries.**

Table 7: Challenges of managing an effective records retention program

Challenges	Frequency	Percentages
Inadequate finance	432	64.4%
Lack of awareness on records policy	503	75%

Insufficient space	383	57.1%
Inadequate resources facilities	402	60%
Lack of policy implementation	412	61.4%
Improper filling	503	75%
Quality and quantity of staff	390	58.2%
Poor maintenance culture	397	59.2%
Lack of professional training on records retention	503	75%
Poor storage condition	390	58.2%

Table 7 shows challenges of managing an effective records retention program such as lack of awareness on records policy /lack of professional training on records retention/ improper filling 503 (75%), inadequate finance 432(64.4%), inadequate resources facilities 402(60%), lack of policy implementation 412 (61.4%), poor maintenance culture 397 (59.2%), quality and quantity of staff / poor storage condition 390 (58.2%).

### Discussion of the Findings

The findings of this study indicated that universities libraries were unique in area of the recorded storage in the libraries includes, books and journals acquired, periodical/ appraisal /promotion/ conference records, staff files, library holdings, minute of meeting, receipts of money received, library equipment, actual budget allocation, releases and retiring/ shipment receipts and purchase order, sitting capacity of the library files and reports/budget request. This is agreed with the finding of Seniwolba, Mahama and Ahulla (2017) asserted that records management plays an important role in all organization because if managed efficiently, it will enhance conduct of business and help to account for what has happened in the past and to decide decision about the future. Supported by Akporhnor (2012) asserted that documents such as policies, procedures, contracts, staff files, library holdings, regulations, minutes, circulars are often available for administrative staff to update or familiarize themselves with the normal operation of their institutions.

The findings of the study revealed that patron records, library resources records, standard records /managerial records and digital

records were the existing records retention programs available in the universities libraries. This is in consonance with the finding of Baba and Sambo (2013) avowed that records retention programs are crucial for ensuring compliance with legal and regulatory requirements, preserving historical and institutional memory, and optimizing storage space and resources in the libraries.

The findings of the study revealed that, computer, manually and file cabinets were the methods utilised by the university libraries to stored records. This is in line with the finding of Eguono and Antonia (2022) which indicated that majority of respondents store their administrative documents in file cabinet, stored manually and used both electronic and computer. Buttress by Aboyade and Aboyade (2017) asserted that, filing is the activity of putting document into files and storing them into their proper places. E.g., filing cabinets or catalogue boxes. In library, filing can be described as the systematic arrangement of catalogue and index entries.

The findings further revealed that the majority of the respondents practiced de-centralised records management system in the universities libraries. This is agreed with the findings of Arora, (2006) stressed that decentralized or departmental filing is a system by which each department or section of an organization keeps and maintains its own system of filing which best suits it.

The findings also revealed the challenges of managing an effective records retentions program for university libraries are facing numerous challenges such as lack of awareness on records policy /lack of professional training on records retention/

improper filing, inadequate finance, inadequate resources facilities, lack of policy implementation, poor maintenance culture, quality and quantity of staff / poor storage condition. This in line with the findings of David, (2017) asserted that, many public and private agencies in Africa faced challenges in managing records such as misfiling, poor filing system, loss of files, absence of policy and folios which resulted in poor service delivery.

### III. CONCLUSION

It is possible to draw the conclusion that university libraries were distinct in their approach to record retention. University libraries at the federal, state, and private levels typically used computers and electronic resources. University libraries and departments face unique challenges in managing a vast amount of records, both physical and digital. Effective records retention program is crucial for ensuring compliance with legal and regulatory requirements, preserving institutional memory and optimising storage space and resources.

#### Recommendation were made:

1. Management should develop a comprehensive records retention policy that establish clear guidelines of what constitutes a record, identify different record types, and categorize them based on their importance and legal requirements and how long each record type should be retained, considering factors like legal obligations, historical value, and operational needs.
2. Management should focus on records with legal or financial implications, sensitive information, or historical significance. These records should have longer retention periods.
3. University libraries should regularly review and dispose of operational records with minimal risk or value after their designated retention period.

4. Management should create more awareness and training and retraining of library personnel on effective handling of records retention programs.

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