

# Challenges of Reprographic Information Resources in Libraries and Some Selected Private Business Centers in Three Universities in Ogun State, Nigeria

Abayomi Imam<sup>1</sup> and Maria E. Ilori<sup>2</sup>

<sup>1</sup>Acting University Librarian, <sup>2</sup>University Library,  
Lagos State University of Education, Ijanikin, Lagos State, Nigeria  
E-mail: abayomimam16@yahoo.com, iloriedeole@yahoo.com

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**Abstract** - This study investigates challenges of reprographic information resources within the library and some selected private business centers in three universities in Ogun State, Nigeria. The research design adopted for this study was descriptive survey method, with the used questionnaire as instrument to collect data, purposive sampling was used to select forty five (45) reprographic centers from the three selected institutions namely FUNAAB, OOU, TASUED. Forty two of the instruments were useful for the study. Data collected was analyzed using simple percentage. The result of the findings revealed that the types of reprographic services mostly available in the institutions are photocopy, printing, spiral binding. The extent of use of reprographic services by students both in business centers and libraries, the result revealed photocopy, printing, and scanning. This finding further revealed that the profit margin of daily income is between #1000 - #5000 naira. The major challenges faced in the business which are unstable power supply, inadequate reprographic equipment. The finding recommends that the library management and the business owners should improve in providing more relevant services for better patronage. The study suggests that good customer relationship will help the business to grow with time which will help generate more profit. The library management should provide a good budget that will accommodate the purchase of reprographic equipment's while the business centers can approach bodies that can assist them for loans as far as they are sure of the environment and have a good business plan.

**Keywords:** Challenges, Reprographic Information, Library Resources, Private Business, Universities

## I. INTRODUCTION

The development of any meaningful educational programme depends to a large extent on the library resources holdings of the parent institution. The library acquires, organizes, processes and disseminates its resources to the users with the goal of easy availability and accessibility to every information needs. One major way in which this goal is achieved is through providing reprographic services in the library. Reprographic service according to Udochukwu (2019) is the reproduction of graphics through mechanical or electrical means, such as photography or xerography. Reprography is commonly used in catalogs and archives, as well as in the architectural, engineering, and construction industries. The following services could be offered through reprographic services: scanning, picture

editing, photocopying, laminating and spiral binding. There is no doubt that reprography has become an indispensable tool in the generation and dissemination of information to different libraries and information centers.

Reprography as explained by Anyaoku (2008) is a term that is now used in place of photocopying, printing, document reproduction or documentary reproduction. Reprography serves many roles in libraries and these roles amongst others includes dissemination of information on a large scale among libraries and their patrons, reproduction and catalogue preservation of records, security, storage of important documents, securing the protection of information in rare and important texts, extensive republication of information of unique collection of data, out of print books, manuscripts, back runs of volumes of periodicals and saving of space in the library. The importance of reprography in library and information services includes ensuring speedy access and processes in acquiring an original work and all elimination of time lag as well as saving space in the library through the redirection of bulky materials into formats like microfilm and others.

In the face of global economic recession, where libraries are grossly underfunded, reprographic services have come to play a significant role in academic library services. With reprography in place one can get an exact copy of the original documents. Apparently, reprography has enhanced the use of library materials (Rimiru 2017). Through reprographic services, users have access to copies of information resources even in a situation where somebody is using the original. There are two types of reprographic techniques: namely Photographic Techniques (the photographic technique a powerful light is passed through the original document and develop an image into a readable copy) and Non Photographic Techniques (the document is prepared manually or mechanically, manual reproduction includes manual transcripts (writing), typewriting, etc. while mechanical reproduction includes offset printing, stencil duplication).

Reprographic services will help the library in sharing resources: Reprographic services in the libraries will not only provide multiple copies of original documents to their

clients, but they can also obtain copies of information resources they need from other libraries through resource sharing and networking. Reprographic services will not cater for the preservation of library materials and dissemination of information only it is also a source of income to libraries. Reprographic service is one of the fee based services offer by academic libraries. Hence the importance of reprographic services in libraries cannot be over emphasized. It empowers the library to generate funds which in this era of budget cuts, is a welcome development.

Reprographic service is one of the major ways libraries of today are venturing into entrepreneurship. Anyaoku (2012) noted that the interest in entrepreneurial activities has tremendously increased over the past few decades in libraries like other service centers such as education, health, transportation, insurance, banking etc. The benefit that can accrue to an academic library through entrepreneurial services include; income generation, boosting library image and creating new opportunities within the parent organization. Reprographic services provide a guarantee of access for available library materials. This means that insufficient copies of a given library material will not be a barrier to access as long as reprographic services are concerned, because more copies can always be made. Similarly, lack of reprographic services in the library may lead to lack of availability and accessibility of library materials. Yetisen, Volpatti, Coskun, Cho, Kamrani, Butt, Khademhossenani & Yun, (2015), stated that the frustrations felt by users who fail to find the information sources they want in the library because another user has borrowed it is disheartening. Through reprographic services, libraries ensure that multiple copies of popular library materials are made.

Most of the information resources available for reproduction through reprography are copyrighted works. Both the Nigerian law and other international instruments expressly made provision for how the intellectual property rights contained in these works should be reproduced. Violation of such rights amounts to copyright infringement. According to Anyaegbu and Onwudinjio (2016), copyright infringement is the use of any work protected by copyright law without the permission of the copyright owner. Copyright infringement may come in form of plagiarism, photocopy, book piracy, unauthorized duplication of copyrighted works and so on. The challenges of reprographic information materials management are violation of such rights amounts to copyright infringement, there were fluctuations in the income generated from photocopying services. Compared to the expenditure patterns, some of the expenses far outrun the income, advent of information and communication technology and installation of campus- wide networks: this as made it possible for users to access and download journal article which hitherto could be obtained only through photocopying, which is governed by copyright legislation, frequent breakdown of photocopier, problem of power outages.

There are different equipments of reprography that are used to produce duplicate from the original documents. One may get several duplicate print copies through the computer printers, offset printing machine, and electronic scanning etcetera within a stipulated time-period. But there are certain factors on which reprography depend like the number of document to be printed, time taken to perform the reprography, the quality of output required, and the cost involved in the whole reprographic process. Of course, a prudent entrepreneur has to consider this factor before he opts for a particular method of reprography or settle down for a particular type of reprographic equipment. The presence of reprographic service especially in the library enhances the library services.

The importance of reprography in library and information services includes ensuring speedy access and processes in acquiring an original work and all elimination of time lag as well as saving space in the library through the redirection of bulky materials into formats like microfilm and others. In the face of global economic recession, where libraries are grossly underfunded, reprographic services have come to play a significant role in academic library services. With reprography in place one can get an exact copy of the original documents. Apparently, reprography has enhanced the use of library materials. Through reprographic services, users have access to copies of information resources even in a situation where somebody is using the original.

## II. STATEMENT OF THE PROBLEM

University libraries are charged with the responsibility of providing materials for teaching, learning, and research. It is imperative that the library provides materials in all formats for the actualization of the objectives of the parent institution. University has vital roles in achieving quality education as envisaged by the national policy on education (Mitchelmore, & Rowley 2013).

The library renders reprographic services to its users to enhance accessibility of information resources in a reduce rate and also as a source of income to the library management. Effective use of the resources is as compelling as it is necessary. Reprographic centers of the library are faced with various challenges such as poor management, poor funding, lack of equipments, poor power supply and others which posse as challenges for the unit to function effectively. These have given room for various private business on reprographic to be situated within the university campus.

The goal of these reprographic centers alongside with the library is to cater for the preservation of library materials, dissemination of information and it also a source of income to libraries and various business centers established within the institution. Hence the need of this study to examine challenges and prospect of reprographic information resources management in some selected universities in Ogun State, Nigeria.

### III. RESEARCH QUESTIONS

The study is meant to supply answers to the following questions.

1. What reprographic services are available to users in FUNAAB, TASUED and OOU in the library and business centers?
2. What is the extent of use of reprographic services by users in FUNAAB, TASUED and OOU business centers and their libraries?
3. Is reprographic business lucrative in FUNAAB, TASUED and OOU?
4. Indicate the ranges of your daily income in FUNAAB, TASUED and OOU?
5. What are the challenges of reprographic information resources faced by the library and business centers in these campuses?

### IV. LITERATURE REVIEW

The concept of reprographic services is predicated on the preservation and dissemination of information. The major aim of reprographic services in the library is to preserve materials as well as facilitate the use of these materials for the dissemination of information. According to Eze (2004), a reprographic service is a fast and cheap means of recycling information and has become a major activity in modern library. Reprographic service is a way of reproducing a copy of information material and making them available for library clients. Reprographic service is the act of producing a fresh copy of a document, and it is now taking the center stage in library services by making an original document available to the user. In essence, reprographic services epitomize the concept of collaboration between libraries. This is because no library can boast of being self-sufficient. Reprographic services help the library in sharing resources. Through reprographic services, libraries not only provide multiple copies of original documents to their clients, but they can also obtain copies of information resources they need from other libraries through resource sharing and networking.

Reprographic service is a process of being inventive by introducing different technologies to library reproductive operation. Scalon & Crumpton, (2011), opined that as many think of innovation and entrepreneurship as only related to business or artistic creation, librarians and libraries have a history of innovation, in order to both provide needed resources in the right quantity and programming for their patrons and to incorporate technology into their professional duties. Libraries are trying to reinvent themselves to be more appealing to their users. They are doing this by fostering information literacy through resources and services to encourage their clients to visit and use the library. The basic purpose of academic libraries, according to Chell (2013) is to provide access to information. To do this, libraries and other information related organizations provide a variety of information to their institutions through reprographic service. Singh and Kaur (2009) stressed that

preservation and access to knowledge and information is the main mandate of academic libraries and that reprographic services help in supporting the library's mission of their parent institutions which is teaching and research.

In digital printing, document can be produced from non-copyright protected originals vellums, bonds, sepias, blueprints. Reprography also provides high speed quality documents at an affordable price. Today's Nigeria is being confronted by a phenomenon which has the potential of taking away the incentives of many authors and publishers to write and distribute good quality literature. The age of reprography, the copyright law of Nigeria describes reprography as "the making of copies of work, by photocopying or similar means". Although a standard definition has been arrived at WIPO (World Intellectual Property Organization) as "the non-manual and non-typographic reproduction of tangible copies on which one perceives a work". Therefore, making of photocopies of articles of a journal or recording of favorite program for later viewing would constitute reprography. However, it does not cover uses of tangible specimen, as in retransmitting the picture by cable.

A study conducted Sambo, Aghojare and Ahutu (2016) at the Federal University of Petroleum Resources Library, Effurun, revealed that services available in the most reprographic section of the library include printing, scanning, photocopying, laminating and spiral binding services which are offered to researchers, staff and users. In the same vein, Ashikuzzaman, (2018) equally noted that the commonest reprographic services available in most library and information centers include photocopying, printing, binding, laminating and general computer services.

### V. METHODOLOGY

The study used a positivism paradigm to anchor on descriptive design to assess prospect and challenges of reprographic information resources management in three selected government institution in Ogun State, Nigeria namely Federal University of Agriculture (FUNAAB) Abeokuta, Ogun State., Olabisi Onabanjo University (OOU) and Tai Solarin University of Education (TASUED). This study examines the library and some selected private business centers in the institutions. The researcher purposely selected 14 business centers, in addition with the university libraries reprographic unit from each institution to make up the population of 45 centers (15x3). The research adopted a purposive sampling method using questionnaire to collect data for the survey. A total number of 45 questionnaires were distributed in reprographic section in the libraries and fourteen (14) business centers in each university campus. The questionnaire was administered by the researcher and research assistance in each campus of the study. This afforded the opportunity to reach out to the respondents. The questionnaire was divided into two sections. Section A included the demographic information about the respondent and sections B discuss the

prospects and challenges of reprographic electronic information resources. The result of the study was analyzed using frequency count and percentages.

## VI. DATA PRESENTATION AND DISCUSSION OF THE FINDINGS

The chapter provides the result and discussion for the study. A total of 45 questionnaires were administered to the reprographers in the selected academic library and private owners in each of the school.

Table I revealed that the types of reprographic services mostly available in the institutions are photocopy services 100%, printing 100%, Spiral binding 97%, Lamination, 90% while Audio and Video recording/dubbing have the least respondents of 59.5%. This study corroborates the findings of Edogiawerie, (2020) which revealed that services available in the most reprographic section of the library include printing, scanning, photocopying. Ajay (2012) likewise noted that the commonest reprographic

services available in most library and information centers include photocopying, printing, binding, laminating and general computer services.

TABLE I TYPES OF REPROGRAPHIC SERVICES MOSTLY AVAILABLE IN THE INSTITUTIONS

Sl. No.	Services Available	Available (%)	Not Available (%)
1	Photocopying	42 (100)	0
2	Printing	42 (100)	0
3	Spiral binding	41 (97.6)	1 (2.4)
4	Lamination	38 (90.5)	4 (9.5)
5	Scanning	37 (88.1)	5 (11.9)
6	Binding	36 (85.7)	6 (14.3)
7	Document enlargement	27 (64.3)	15 (35.7)
8	Document projection	27 (64.3)	15 (35.7)
9	Audio and Video recording/dubbing	25 (59.5)	17 (40.5)

TABLE II EXTENT OF USE OF REPROGRAPHIC SERVICES BY STUDENTS BOTH IN THE BUSINESS CENTERS AND THE LIBRARIES

Sl. No.	Reprographic Services	Daily (%)	Twice a Weekly (%)	Weekly (%)	Fortnightly (%)
1	Photocopying	41(97.6)	1(2.4)	0	0
2	Printing	40(95.2)	2(4.8)	0	0
3	Scanning	39(92.8)	2(4.8)	1(2.4)	0
4	Lamination	31(73.8)	8(19.0)	2(4.8)	1(2.4)
5	Spiral binding	31(73.8)	7(16.7)	3(7.1)	1(2.4)
6	Binding	27(64.3)	8(19.0)	5(11.9)	2(4.8)
7	Document enlargement	21(50.0)	6(14.3)	5(11.9)	10(23.8)
8	Audio and Video recording/dubbing	13(30.9)	7(16.7)	4(9.5)	18(42.9)
9	Document projection	17(40.5)	9(21.4)	3(7.1)	13(31.0)

Table II indicates the extent of use of reprographic services by student both in the business centers and the libraries. The result revealed that photocopy 97.6% daily, usage, printing 95.2% daily, scanning 92.8% daily Document projection: 40.5%. This study supports the findings of Agada, Oche, & Okpanachi (2020) who investigate reprographic Services: availability and effective accessibility of University Library materials by Students in Enugu State University of Science and Technology, the study revealed that the use of printers, photocopying machines, digital scanner, computers, and photography were more frequently utilized. In the same vain, the study corroborates Edogiawerie (2021) who study of Reprographic Services in Theological Institutional Libraries in Edo Land. The study revealed that the students utilized photocopy and printing reprography services more often especially towards examination period.

TABLE III REPROGRAPHIC IS LUCRATIVE BUSINESS

Sl. No.	Response	Frequency (%)
1	No	27 (64.3)
2	Yes	15 (35.7)

Table III revealed that 64.3% of the respondent indicated that the business is not lucrative (that is their profit is little and cannot cater for their responsibility) while 35.7 % indicated that the business is lucrative (that is they make profit) thereby see the business as a source of end mean. This finding contradicts Aliba (2018) which stated that reprographic business such as printing is lucrative in Nigeria because majority are going into the business.

TABLE IV RANGE OF DAILY INCOME IN THE BUSINESS

Sl. No.	Amount (#)	Frequency (%)
1	1000-5000	29 (69.0)
2	6000 and above	12 (28.6)
3	Below 1000	1 (2.4)

Table IV shows that 69.0 % do make profit between #1000 - #5000 naira daily, 28.6% earns profit #6000 above daily while 2.4% make a profit of below #1000 daily. This finding has been able to established that due the employment challenges faced in Nigeria today, earning within the range of #5000 daily can at least put food on the

table for the common man, though not sufficient but can still be manageable This finding supports Aliba which stated that reprographic business such as printing is

lucrative in Nigeria because majority are going into the business.

TABLE V BENEFITS OF REPROGRAPHY TO STUDENTS

Sl. No.	Benefits of Reprography	SA (%)	A (%)	D (%)	SD (%)
1	It saves cost of original documents	31 (73.8)	7 (16.7)	3 (7.1)	1 (2.4)
2	It guarantees access to available library materials which otherwise would not be available to other users	29 (69.1)	8 (19.1)	4 (9.5)	1 (2.4)
3	It saves the time of the users	28 (66.7)	10 (23.8)	4 (9.5)	-
4	It is affordable	28 (66.7)	12 (28.6)	2 (4.8)	-
5	It is cheap	26 (61.9)	13 (30.9)	2 (4.8)	1 (2.4)
6	It ensures constant meetings of user's information needs	26 (61.9)	14 (33.3)	2 (4.8)	-
7	Makes research easier	26 (61.9)	13 (30.9)	3 (7.1)	-

Tables V shows revealed the benefits derived by student from reprographic of materials: it saves the cost of original documents 73.8%, It guarantee access to available library materials which otherwise would not be available to other users 69.1%, and it saves the time of the users 66.7% while makes research easier 61.9%. The study conducted by

Aghauche, Umeji and Ezekwe (2017) also ascertained that the benefits derived by student from reprographic of materials which are it save the cost of original documents, it saves the time of the users, it is affordable, it is cheap, it ensures constant meetings of users and finally it makes researches easier to student.

TABLE VI CHALLENGES ENCOUNTER BY REPROGRAPHERS IN FUNAAB, TASUED AND OOU

Sl. No.	Challenges	SA (%)	A (%)	D (%)	SD (%)
1	Unstable power supply	42 (100)	-	-	-
2	Inadequate reprographic equipment	41 (97.6)	1 (2.4)	-	-
3	Lack of funds	40 (95.2)	2 (4.8)	-	-
4	High cost of reprographic materials	39 (92.9)	3 (7.1)	-	-
5	Frequent breakdown of machines and equipment	38 (90.5)	4 (9.5)	-	-
6	Problem of space	37 (88.1)	5 (11.9)	-	-
7	Lack of technical know-how	29 (69.0)	11 (26.2)	2 (4.8)	
8	Obscuring in the wordings of reprography document	25 (59.5)	9 (21.4)	7 (16.7)	1 (2.4)
9	Copyright issues	24 (57.1)	7 (16.7)	8(19.1)	3(7.1)
10	Scarcity of spare parts	25 (59.5)	14 (33.3)	3 (7.1)	-

Table VI indicates that the challenges faced in the business which is unstable power supply 100%, Inadequate reprographic equipment 97.6%, lack of fund 95.2% while copyright issues 57.1% and scarcity of spare parts 59.5%. This study supports the findings of Onoyeyan (2019) which revealed that challenges encounter in reprography business include high cost of equipment, maintenance and servicing; scarcity of spare parts; lack of technical know-how; as well as the problem of copyright infringement.

**VII. CONCLUSION**

This study examined the challenges of reprographic information resources within the library and some selected private business centers in three universities in Ogun state, Nigeria. The study revealed that the types of reprographic services mostly available in the institutions are photocopy, printing, spiral binding, and lamination services. Also, the

extent of use of reprographic services by students both in business centers and libraries, the result revealed the following services with daily usage: photocopy, printing, scanning, and document projection. The study also revealed that though many people are going into the business, yet majority of the respondents indicated that the business is not so lucrative. This finding also revealed that majority indicated that the profit margin of daily income is between #1000 - #5000, however few respondents also indicated that they make profits above #6000 daily.

The study further revealed that the benefits derived from reprographic materials include it saves the cost of original documents, it guarantees access to available library materials, and it saves the time of the users. The findings indicated that the major challenges faced in the business which is unstable power supply, inadequate reprographic equipments, and lack of funds. However, the study is able to

establish that in the library, reprographic services serve as an invaluable asset through which the availability and accessibility of library materials to the student can be enhanced. Reprographic services have to be an indispensable tool used in the generation and dissemination of information in university libraries. This is now an integral part of the library services through which documents can be reproduced and preserved, thereby enhancing the use of information resources in libraries. Also, this finding further confirmed that reprographic businesses provide sources of income to many that engaged in it. This study adds to the knowledge of reprographic services by enlightening those that want to join the business.

### VIII. RECOMMENDATION OF THE STUDY

1. The study established that reprographic services are available to users, however the library management and the business owners can improve in providing more relevant services for better patronage.
2. As a result of high extent of daily usage of these services in library and business centers, the university management and business owners should ensure high maintenance of reprographic equipments to provide quality services that will meet user's needs.
3. Business management has great influence on the turnover (profit). The library and business owners should ensure good management that will enable them to have more profit such as learning some minor maintenance skills that can lead to extra cost (e.g., refilling the toner ink to ensure clear readable material) as this will promote more patronage.
4. In the library, the main objective of reprographic unit is to ensure easy accessibility of the library materials, however generating income for the maintenance of the library is also important. Though the daily income may be small but consistency and promoting the business will have positive changes thereby increasing the profit margin. This study further suggests that good customer relationship will help the business to grow with time.
5. In Nigeria the most common challenge faced by reprographic businesses either in the library or private business owners is unstable power supply, inadequate reprographic equipments, and lack of funds. The library management should provide a good budget that will accommodate the purchase of reprographic equipments that will meet the standard of this technological era. Also, there should constant maintenance in place, staffs working in the unit should be trained on simple maintenance culture, while the business centers can approach bodies that can assist them for loans as far as they are sure of the environment and have a good business plan. Strict adherence to business management culture will enhance the growth of the business.

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