Challenges in Management of Electronic Records in Private Radio Corporation Libraries in Kaduna State

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Abstract: *This study investigated the challenges in management of electronic records in private radio corporation libraries in Kaduna State. The objective of the study is to determine the types of electronic records available in the libraries and the challenges faced by the libraries in managing these electronic records. Qualitative research methodology was used for the study; interview was the instruments used for data collection. Four (4) private radio corporation libraries were purposively selected including four (4) private radio corporation administrative staff and five (5) private radio corporation libraries staff making a total of nine (9) staff as the sample size. The findings of the study showed that there were different types of electronic records, which include electronic programmes, electronic events, electronic news, electronic music and electronic mail. Technology obsolesces and inadequate trained electronic record managers are found to be the major challenges common to the libraries studied. Among the recommendations made include the need for the corporations to move with the technological trend, as this will help to eliminate the challenges they faced in managing electronic records in their different libraries especially the issue of technology obsolesce and employing qualify staff to manage the electronic records.*

I.   Introduction

Extensive use of electronic gadgets to capture, preserve and disseminate information has resulted in the proliferation of electronic records. Electronic records are gradually taking a centre stage in both private and public organizations, owing to the role of Information and Communication Technologies [ICT] that is sweeping the traditional work process of all organizations. Electronic records introduce a series of new concerns and issues in the area of managing records. Electronic records are records created electronically and stored by means of computer technology with corresponding accessing devices. (Kansas State Historical Society, 2012). They are easily updated, deleted, altered and manipulated. If appropriate measures are not taken, the essential characteristics of records -- content, structure and context can be altered or lost in the process. Examples of electronic records include all types of records in organizations that exist in electronic format.

In the private radio corporation libraries, programs, events, news, music and mails are the types of dominant records they possess in print and electronic format. These records in electronic format are majorly electronic programs, electronic events, electronic news, electronic music and electronic mails as their electronic records. A body's ability to function efficiently and give account of its actions could be negatively affected if sound electronic records management principles are not applied.

Electronic records management is a process of ensuring the proper creation, organization, use, maintenance and disposal of electronic records in order to achieve efficient, transparent and accountable governance. Sound electronic records management ensures that all the records that radio corporations create in the conduct of their official business are, and remain reliable, authoritative and authentic. According to Xolite and Jerry (2012) electronic records management seeks to efficiently and systematically control records that are routinely created as a result of activities and transactions and throughout their lifecycle (creation, organization, use, maintenance and disposal). This means that electronic records management is also based on the principles of regular review and controlled retention or destruction with the general aim of ensuring cost-effective business processes, legal and regulatory compliance, and corporate accountability.

Organizations like media houses (radio corporations, television station and print media), financial institutions, and other numerous technology dependant organizations use electronic records for quick transactions, information creation, processing and use, information accumulation and dissemination to users. This is in line with The State of North Dakota Office of Management and Budget Information Services Division (1998) which posited that information is vital to the operation of organizations like media houses which depend on electronically created records to accomplish their basic functions. The article further stressed that this technology gives all these organizations the capability to respond to the growing demand for information.

Statement of Problem
Electronic records introduce a series of new concerns and issues in the area of managing records. The increasing shifts to newer technologies in the management of electronic records is of great concern to the media industries especially the radio corporations because this new paradigm in technology dependent feared by many to be unstable, easily obsolete, threatened by computer virus and coupled with the fact that storage media are no longer satisfactory for long term preservation of electronic records because they are prone to disaster occurrence like heat, lightening, humidity and airborne contaminant. This has necessitated the need to reexamine the challenges faced in the management of electronic records in radio corporations and chant the way forward for Kaduna State Radio Corporation.

Research Objectives
This study has the following objectives;
1. To find out the types of electronic records that are available in Private Radio
   Corporation Libraries in Kaduna State.
2. To identify the challenges facing the electronic records in Private Radio Corporation
   Libraries in Kaduna State.

Significance of the Study
This study becomes apparently important because it has revealed the problems that had affected electronic records issues in the radio corporation libraries. It also provided direction in terms of what factors need to be improved in order to have a reliable framework for the realisation of electronic records issues which is a necessary goal for Private Radio Corporation Libraries in order to be inclined with this technological era.

Review of Related Literatures
The emergence of the information age or digital age indicates that a lot of our history, "cultural memory and records of evidence is now recorded in electronic format." Terry (1992). However, there are enormous challenges faced in managing these records in electronic format in our private and public organizations. Therefore, there is the need for proper and effective management of electronic records considering their values, as this will help to provide useful and handy information to present generation and the generations to come. They should also be housed in electronic components with long term accessibility that can be upgraded or transferred from one component to another.

Hunter (2000) asserted that electronic records found in media house include electronic programs, electronic events, electronic news, electronic mails, and electronic music. Similarly, State of Florida (2010) stated that the following are the electronic records available in media house which needed to be managed in order to stand the test of time; electronic-programs, electronic-events and electronic-music which are recorded or transmitted in digital form such as electronic spreadsheets, word processing files, databases, electronic mail, instant messages, scanned images, digital photographs, and multimedia files. Kansas State Historical Society (2000) stated that electronic records are created from the activities performed in or outside an organization or business

The State of North Dakota Office of Management and Budget Information Services Division (1998) posited inter alia "The integrity of managing electronic records over a period of time is very critical as it helps to show the evidence of events. Organizations like media house depend solely on the technology for quick transactions, information creation, processing, use, storage and dissemination to its user and timing viewers. Organization`s ability to function efficiently and give account of its actions could be negatively affected if sound electronic records management principles are not applied.

The key to electronic records management revolves round the entire life cycle of such record. Just like other forms of records, the life cycle of electronic records is an important concept in records management. It is the starting point for creating electronic records management program from creation to disposal. Records have a life similar to that of a biological organism: It is born (creation phase), It lives (organize, use and maintenance phase) and It dies (disposition phase) meaning that the life cycle is based on the idea that records become less important as time passes. Chinyemba and Ngulube (2005) in Xolite and Jerry (2012) asserted that "Proper electronic records management involves establishing systematic controls at every stage of the record's lifecycle in accordance with established principles of records management." This therefore means that practicing proper records management leads to good management.

The increasing shifts to newer technologies have caused technology dependent and obsolescence. Because electronic records are machine dependent, it is not possible to access the information without the appropriate hardware and associated software which will make it intelligible. This is in line with O'Shea (1996) who emphasized that technology dependent and the instability of storage media have changed the traditional approaches to archives and records management, thereby causing the problem of obsolescence and making

storage media no longer satisfactory for long term preservation of electronic records. It is in line with this that Whealer (2002) commented that there is no guarantee that the technology will not become obsolete within another generation. This has caused the needs to reexamine the challenges in managing electronic records in private radio corporation libraries which as an evidence of human activities and operations.

Hedstrom and Montgomery (1998) in Digital Preservation Coalition (2012) added that technological change have made electronic records vulnerable to loss and destruction because they are stored on storage media that deteriorate rapidly and can fail suddenly due to disaster occurrence especially man-made disaster like exposure from heat, lightening, humidity, airborne contaminants, or faulty reading and writing devices. In the same vain, Kowlowitz and Kristine (1997) asserted that "Organizations often lack adequate tools to manage the growing of electronic records and as such lose access to electronic records stored." And that is why Adamu (2003) concluded that record keeping has deteriorated so gradually that it has gone largely unnoticed as a development issue.

Digital Preservation Coalition (2012) observed that the dramatic speed of technological change have called for organizations to employ professional record managers or develop their staff with appropriate skill in order to effectively manage their electronic records and provide quality services to their users.

Meanwhile Africa and particularly Nigeria cannot be exempted from the challenges confronting electronic records including the private radio corporations. Adelakun (2000) argued that "Nigerian broadcasting corporations can hardly keep up with technological advancement in the rest of the world, both because they cannot afford the huge sum of money needed to procure technical equipment and the required train manpower". This assertion has serious implication for the approved human and technological resources required to create, preserve and manage electronic records in Nigeria.

State of North Dakota (1998) opined that "Currently, most electronic information systems used to create, receive, and store these records do not prove full record management functionality". From the review, it can be said that technological dependence and obsolescence, storage medium deterioration, inadequate trained electronic record managers, lack of electronic record policy and disaster occurrence are the challenges facing electronic records in Private Radio Corporation Libraries in Kaduna State.

II.   Methodology

The phenomenology methodology under qualitative research method was used. The researcher adopted this type of methodology because it helped the researcher to explore the in-depth of management of electronic records. This is in line with Laser (1999) who said that phenomenology methodology help researchers to gather deep information and perceptions through inductive and qualitative methods such as interviews, discussions and participant observation.

The population for this study comprises of six (6) administrative managers from the corporations and six (6) library staff in charge of the electronic records from the corporation libraries making a total number of twelve (12) staff. Purposive sampling method was used to select the subject who formed the sample size. Structured and unstructured interview were used as the instrument for data collection. The structured interviewed was designed and used for the library staff in charge of the electronic records in the corporation libraries while the unstructured interview was prepared for the administrative managers in a way that one question leads to another.

The sample size of this study is derived from six (6) private radio corporation libraries from which four (4) private radio corporation libraries (Nagarta AM Library, Alheri FM Library, Liberty FM Library and Freedom FM Library) were purposively selected including four (4) private radio corporation administrative staff and five (5) private radio corporation libraries staff making a total of nine (9) staff as the sample size. Raypower was not sampled because it only transmits directly from the headquarters in Lagos. As such, it serves as a signal station in Kaduna State while Newage Network is only two to three percent into radio broadcasting and as such are not fully into radio broadcasting but television broadcasting in Kaduna State. This makes the Newage Network and the Raypower to have very little or no electronic records.

Data Presentation and Analysis
Data Presentation and analysis are discussed according to the paper objective

Types of Electronic Records Available in Private Radio Corporation
Libraries in Kaduna State
To identify the type of electronic records available in private radio corporation libraries in Kaduna State, the respondents were asked to list the electronic records available in their respective Private Radio Corporation Libraries, their responses are as contained in Table 1.

Table 1   Type of Electronic Records Available in Private Radio Corporation Libraries in Kaduna State

Type of Electronic Records	Private Radio Corporation Libraries in Kaduna State			
	Nagarta AM Library	Liberty FM Library	Alheri FM Library	Freedom FM Library
Electronic Programme				
Electronic Events				
Electronic News	X	X		
Electronic Music				
Electronic Mail	X		X	X

Key: √ (Available)   X (Not Available)

From Table 1, the finding revealed that electronic programme, electronic events, electronic news, electronic music and electronic mail are the types of electronic records available in Private Radio Corporation Libraries. These electronic records are recorded or transmitted in digital form such as electronic spreadsheets, word processing files, databases, electronic mail, instant messages, scanned images, digital photographs, and multimedia files. Thus Liberty FM, Alheri FM and Freedom FM libraries indicated that they have four (4) each of all the types of electronic records listed to them while Nagarta AM has three of all the types of electronic records listed to them. However, electronic programme, electronic events and electronic music are found to be the most commonly available electronic records in all the libraries. This finding is in line with State of Florida (2010) where media libraries had electronic programme, electronic events and electronic music. Electronic news was found to be available in Alheri FM and Freedom FM Libraries. Whereas, it was discovered that Nagarta AM and Liberty FM Libraries do not have electronic news because the staff said that they were part of electronic records that cannot be reuse more than once and the records are for immediate use only. The implication of this is that, two of these libraries cannot be regarded as a good reference source for news because news, which is one of the primary components of establishing radio corporation is not available electronically.

Challenges of Electronic Records in Private Radio Corporation Libraries in Kaduna

State: In this section, the researcher tried to find out the challenges Private Radio Corporation Libraries in Kaduna State face in managing their electronic records. Table 2 shows the challenges of electronic records in the libraries studied.

Table 2 Challenges of Management of Electronic Records in Private Radio Corporation Libraries in Kaduna State

Challenges of Electronic Records	Private Radio Corporation Libraries in Kaduna State			
	Nagarta AM Library	Liberty FM Library	Alheri FM Library	Freedom FM Library
Technology obsolescence				
Technological dependence	X	X	X	
Storage medium deterioration		X		
Inadequate trained electronic record managers				
Lack of policy on management of electronic records	X	X		X
Disaster occurrence		X	X	X
Space problem	X	X	X	X
Conducive environment	X	X	X	X
Security	X	X	X	X

Key: √ (Applicable) X (Not applicable)

Table 2 revealed the challenges Private Radio Corporation Libraries in Kaduna State face in managing their electronic records. Data provided regarding to the challenges associated with the types of electronic records available in private radio corporation libraries were identified as technology obsolescence, technological dependence, storage medium deterioration, inadequate trained electronic record managers, lack of policy on management of electronic records, disaster occurrence, space problem, conducive environment and security.

However, technology obsolescence and inadequate trained electronic record managers are found to be the major challenges common to the libraries. This is contrary to the findings of Anne and Adrian (2000) where conservation, preservation, security and protection, space problem and conducive environment were noted to be the major challenges threatening electronic records in most libraries. Only Liberty FM Library experienced storage media deterioration. Lack of electronic records management policy and disaster occurrence were experienced in Alheri FM Library and Nagarta AM Library respectively. This is because Alheri FM Library was reluctant to develop a policy towards effective management of electronic records in its library and Nagarta AM Library did not prepare against the occurred disaster. Also, Freedom FM Library was the only library that experienced technology dependence.

In further interview between the researcher and the respondents, the researcher gathered that one (Nagarta AM Library) among the three libraries that have policy has not updated its policy since formation. This implies that, without adequate policy update, the libraries might not be able to move with the present technological trend thereby affecting the quality of services provided to their users.

III.   Conclusion And Recommendation

Having identified the various types of electronic records in private radio corporation libraries in Kaduna State, it can be concluded that the challenges faced by the libraries have reduced the effective management of these electronic records.

Based on the findings of the study, the following recommendations are therefore put forward for immediate consideration:

- The private radio corporation libraries should take other types of electronic record like the electronic news and electronic mails serious and record them as they do to others and make them (especially electronic news) available for users whenever they need them because news which keep people informed, is one of the primary components of establishing radio corporation. And at the same time, store them for future and reference purpose.
- The corporations should endeavour to move with the technological trend, as this will help to eliminate the challenges they faced in managing electronic records in their different libraries especially the issue of technology obsolesce and they should encourage their staff to do off site storage.

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