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## USERS' PERCEPTION OF STAFF ATTITUDE AS A DETERMINANT OF EFFECTIVE LIBRARY SERVICE DELIVERY IN FEDERAL UNIVERSITIES IN SOUTH-WEST, NIGERIA

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**USERS' PERCEPTION OF STAFF ATTITUDE AS A DETERMINANT OF  
EFFECTIVE LIBRARY SERVICE DELIVERY IN FEDERAL  
UNIVERSITIES IN SOUTH-WEST, NIGERIA**

**BY**

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**2023**

## ABSTRACT

Libraries are established purposively to acquire and organize knowledge and information content in different carriers and make them available to the intended audience in the best possible format and at the right time. Considering the customer as the king, this work sets out to investigate the perception of the users on the inherent attitude displayed by library staff in the federal universities in south-western Nigeria while delivering their services to the user community.

To achieve this, a descriptive survey was carried out using a sample size of 2576 out of 43355 population of registered users. A well-structured SERVQUAL questionnaire adapted from Sohail and Raza (2012), Sahu (2006) and Parasuraman, Berry, and Zeithaml (1988) was used to elicit relevant responses bothering on the study variables from the respondents. Responses were analyzed using the SPSS statistical tool to determine the relevant percentages, mean, Standard Deviation and other relevant data in relation to the study.

Results of findings shows that library staff possess such attitudes such as the versatility of librarianship terrain to be able to imbue the reliability of service on the users. Responsiveness, assurance, access, good communications skills and empathy are also some of the attributes they possess that have great impact on their service delivery process.

It was further suggested amongst other things that library staff should be motivated and encouraged to deliver more friendly service to the user community, Educative socialization forum like library exhibition, workshops and seminars should be institutionalized to encourage a friendlier interactive sessions between staff and library users and the library should collaborate with nearby libraries and agencies or organisations to integrate emerging services, new service delivery trends and exchange of human resources for positive impact on the actualization of goals and objectives of setting up of academic libraries in this age.

**Keywords:** Effective service delivery, library services, users' perception, staff attitude, service quality

## **1.1 Background of the Study**

The university library system is an acclaimed service-oriented institution that is focusing all her objectives and goals towards the satisfaction of the user that is made up of the students, faculty members, non-academic staff and friends of the library. Over the years, lack of resources, outdated materials, poor services, budget decline, poor planning, inadequate knowledge of the information needs of the users and poor maintenance culture has generally affected the service delivery goals of university libraries. These challenges are not peculiar to the Nigerian environment, preliminary investigation chronicled poor standards of service delivery, inadequate premises equipment, poor and inadequate collections, lack of training and retraining on new skills, poor service quality review and maintenance, and also the problem of staff not been enthusiastic to use new skills: these are factors that have continued to inundate library service delivery and development globally.

With technological advances, it is expected that the level of service delivery will be influenced in such a way that the service providers are able to curtail general service cost and reduce the duplication of efforts and resources. Libraries are to have a rounded collection to enable her deliver her services objectively and aid the host community achieve set goals. There are wide range of services that the academic libraries can champion in order to remain relevant in the information provision world. The resource gathering, processing and sharing concepts could include a restructured interlibrary loan and document delivery services; developing consortia with related libraries, maintaining viable databases; exchange of staff, cooperative cataloguing and maintaining a Union Catalogue, exchange of resources, re-skilling expertise for a holistic reference services delivery.

## **1.2 Statement of Problem**

A walk through most academic libraries reveals that the internet has highly influenced man's information seeking behaviour. Users have little or no reliance on the library, her resources or services. There are only few constant library users. The users have also pointed the direction of library staff as a factor that affects their patronage. Premised on these preliminary findings, this research will investigate users' perception of staff attitude as a determinant of effective library service delivery in federal universities in South-west, Nigeria.

### **1.3 Objective of the Study**

The general objective of this study is to identify those staff attitudes that influences library services delivery from the perspective of the library user. Other broad objectives are to:

1. Determine the types of services available in federal university libraries.
2. Determine staff attitudes in service delivery
3. Investigate the relationship between staff attitudes and service delivery
4. Identify other key parameters that influence service delivery to users of federal university libraries in South-west, Nigeria.

### **1.4 Research Questions**

- i. What are the services available in federal university libraries in South-west, Nigeria?
- ii. What are the prevailing staff attitudes in service delivery federal university libraries in South-west, Nigeria?
- iii. To what extent has staff attitudes affected service delivery to users of federal university libraries in South-west, Nigeria?

### **1.5 Research hypothesis:**

H<sub>0</sub><sup>1</sup>: There is no significant correlation between library service delivery and staff reliability of service, responsiveness, assurance, access, communications and empathy.

### **1.6 Scope of the Study**

This study will be focused on investigating library services and library staff attitude that influences effective library service delivery in federal universities in South-west, Nigeria from the users' point of view. Therefore, the variables to be studied are library services, users' perception of library staff attitude and effective service delivery. The study is targeting only federal universities in South-west, Nigeria with the expectation that the findings will be robust enough to offer a generalization to a larger geographical coverage.

### **1.7 Literature review**

The review of relevant literature is presented in such a way that the conceptual model is significantly treated to show a holistic coverage of the study intent.

## **2.0 Services rendered in libraries**

As a service organization, libraries considers the users and their needs in their resources scouting, acquisition, processing and organizing to ensure that their intended services are always up-to-date for the general development of the users which is the main objective of a libraries existence, to perform such functions that positions the library available information and resources in such a way that it can be retrieved and disseminated by the intended audience with ease.

The library is therefore expected to provide such services as Selective Dissemination of Information (SDI), Current Awareness Services (CAS), information repackaging, interlibrary loan and document delivery services, exchange of resources, consortia services in conjunction with other libraries, maintaining viable databases, exchange of staff, cooperative cataloguing and maintaining a Union Catalogue, re-skilling library staff for a holistic services delivery. Wedgeworth (1993) has also advocated that libraries “provide indexing and abstracting services, translations, bibliographic activities, Current Awareness Services, and provide access to digital networks to enable electronic searches from various databases”.

Some of these services above will be briefly reviewed under ‘Reference service, Document delivery services, Information repackaging, Library cooperation, Maintaining databases and Staff development’ for a better understanding of prevailing library services in this age.

### **2.1.1 Reference services**

Atanda (2017:2) studied the work of Dhar (2010:206) that explained that reference services “are personal assistance given by libraries to users who are in pursuit of information” they are services rendered to library users covering user education and research assistance in a bid to meeting users request for specific information and assistance. It also covers the management of the library resources, enhancing use of library materials and equipment for wholesome development of an information user.

In a paper read at a meeting of the America Library Association (ALA) and also published in *Library Journal* in 1876, ALA had explained that most users require instruction in their use of the library. The users also must be given that personal guidance in selecting the books that best meet their information needs. ALA (<https://www.encyclopedia.com/sports-and-everyday-life/social-organizations/private-organizations/american-library-association>) capitulates reference service as a prerequisite of library functions as they stated that “As librarians sought to define

themselves, it became clear that the provision of reference service was a distinguishing feature of the profession. Reference collections were developed and reference rooms became a standard feature of library facilities, particularly in plans for new library buildings.”

### **2.1.2 Document delivery services**

Document delivery service (DDS) or document supply service is seen by Chatterjee (2017:3) to “refer to the physical or electronic delivery of a document from a library collection to the residence or place of business of a library user, upon request.” Achieving DDS might come in various perspectives starting from Current Awareness Services (CAS) which covers such services as e-newsletters, table of content listing, automatic notification from tables of contents, book alerting services, SDI or alerting services available through aggregate services, newspaper filtering services, monitoring through intelligent agents, website update notification services, Web pages with newsworthy content, discussion groups and electronic mailing lists as well as personalised Web services.

The Britannica sees the purpose of a current-awareness service as a special service “inform the users about new acquisitions in their libraries”. This in turn leads to the delivery of what is known as selective dissemination of information and many other forms document delivery services, inclusive of resources loaning services. Fourie (2003:5) outlined that CAS can be tailored to meet with varying needs that may include “to keep up with trends, publisher and vendor-related information, developments in a particular field of acquisitions, events important to professional career development, new titles and conference announcements”.

In some libraries, there is a practice of selective dissemination of information (sometimes referred to as SDI) that some staff are specifically designated to keep users abreast of available information in their fields of study. To do this, they have to search of databases on regular basis identifying and storing references of new articles and relevant materials based on users’ profiled information. The results of their findings are thereafter forwarded to the intended user whom they are hopeful will appreciate and use the result for their development.

Library Academy (2022: 2) traced the origin of Selective Dissemination of Information (SDI) to Hans Peter Luhn. It is believed that in 1961, Luhn offered a method of information service awareness through the use of computer and named the method selected information broadcasting or SDI. Library Academy (2022: 2) explained that Luhn defined “SDI (Selective Dissemination

Information) as SDI is a machine-assisted service provided by any organization that receives and delivers the latest information where it is needed”.

### **2.1.3 Information repackaging**

Information repackaging is defined by Dongardive (2013: 204) as a “process to repackage the analysis of consolidated information in that form which is more suitable and usable for library users. ...repackaging of information is a physical recording, arrangement and presentation of information on a given medium [into] a given form” with an objective to enhance that the information content gets to the end user in a more meaningful form for information retrieval.

According to Bello and Ojo (2018:32) Oyadonghan, Eke and Fyneman (2016) “noted that information repackaging means to repackage again or renew in a more attractive format to be effective in meeting the information needs of library users”. Factors such as availability of materials, networks, and the technical skill for repacking by the library staff are put into consideration before a library embarks on information repackaging exercise. The process of repackaging starts with the identification and selection of information and the evaluation of content to be repackaged.

Repackaging can be inform of content review, language translations, abstracting and indexing services and among others forms hence the need for skilled personnel with interest in the service to be provided to handle the repackaging of information resources in order to maintain the meaning and objectives of the original information source.

### **2.1.4 Library cooperation**

The fact that no one library is self-sufficient has necessitated libraries to come together and decide the level of relationship to engage in with each other in order to satisfy their individual defined library users. This relationship is referred to as library cooperation. Edeka (2000) sees library co-operation as “the voluntary action of two or more libraries to achieve the desired”. To Verzosa (2004:3), library cooperation is “the creation and operation of equitable, that is mutually ‘fair’, collaborative arrangements between libraries and information providers which enhance the common good through making information available to all potential users (without obstacle to access by reason of cost) which is more extensive or more valuable to the user and /or is of lower cost to the collaborating providers”.



Library cooperation to *Oyler* [N:D] is considered “an intent to share resources, knowledge, bibliographic data, services and even computer facilities to provide some or all aspects of library service. Library cooperation is considered to mean an intent to share resources, knowledge, bibliographic data, services and even computer facilities to provide some or all aspects of library service” which a member of the participatory libraries have which others do not have in the same capacity .

Manu-Kumar (2013) attested that cooperation in libraries can come in form of “inter-library loan, cooperative acquisition, specialized purchasing programs, centralized processing, shared cataloguing, sharing of bibliographical data, centralized periodical collection for loan purposes, cooperative microfilming, preparation and maintenance of union catalogue and union list of serials and exchange of publications”. It can therefore take the form of Inter-library loan services, exchange of resources, consortia services, and exchange of staff, cooperative cataloguing and maintaining a Union Catalogue.

Ponera (2017) has however identified some innate challenges bedeviling library cooperation and they include unreliable power supply, unstable internet connection, poor state of technology adoption is still very low among some libraries, slow transition from manual service provision to the online medium.

### **2.1.5 Database services**

LISBDNETWORK (2022) sees database as “an organized collection of data for one or more purposes ... [containing] files of information arranged as a set of logically and orderly manner to facilitate the access by computer application programs”. Databases provide various formats of information and different kinds of information. A library can maintain

- i. Bibliographic databases to provide a descriptive record of an item (like catalogue entries) but the item itself is not provided in the database example is the GALILEO database Social Sciences Abstracts and the Internet Movie Database on the World Wide Web.
- ii. Full-text database to provide the full-text of a publication. For instance, Research Library in GALILEO provides not only the citation to a journal article, but often the entire text of the article as well. Some collect numeric information, such as statistics or demographic information like Census Bureau databases while some maintain image information

(EBSCOhost image collection), audio information (MP3 or wav files), or a combination of any of the above types (CNN).

- iii. Meta-databases that will permit library staff and users to search for content that is indexed by various other databases can be managed in an academic library. GOLD is an example of this kind of database.

Institutional repositories are examples of institutional based databases that collect, preserves, and disseminates digital copies of the intellectual output of an institution and her member community, particularly a research institution. The University of Nigeria Repository Library (2022, <https://www.unn.edu.ng/libraries/institutional-repository/>) has explained that an institutional repository is “a concise and coordinated warehouse of intellectual resource, books, journals, research materials, academic volumes, and manuscripts”. The IR forms a base too wealth of research resources for the library user.

#### **2.1.6 Staff development**

Bearing in mind that the “library is a growing organism” the human capital skill base is not expected to be static. Re-skilling library staff for a holistic services delivery is a must in university libraries. Staff development to Ballantyne, Lebelle and Rugard (2002) is “the process by which individuals, groups, or organizations, institutions and society develop abilities (individually and collectively), to perform functions, solve problems, set and achieve objectives” through the acquisition of skills and knowledge or developing existing skills.

Otsonu, Asom, Zuwaira and Olije (2016:3) has identified orientation programmes, induction programmes, on-the-job training, in-service training, job rotation as some aspects of formal and informal staff development avenues. In a study on Staff development and library services in academic libraries in Bayelsa and Delta States, Ojowhoh (2016) result of findings shows that training and development brings about job efficiency, motivation and satisfaction. The study concludes that training and development have positive influence on library services and as such, should be given priority. The essence of this training in this study is to highlight the relevance of developing a workforce to position them in the best possible environment that will foster their healthy state of mind in service delivery to users.

## **2.2 Staff attitude in delivering library services**

As a service provider, there are basic attributes to be associated with a librarian, and indeed all library staff. The library staff according to (Utor, 2008), possesses a wide range of intellectual interest, desire to assist the users, flair for organizing documents, ability to search literature and adequate knowledge of the resources of the library. These basic qualities according to literature (Opara: 2006; Ifidion & Ifidion: 2008; Clarke: 1999 and Utor: 2008) are as follows:

### **2.2.1 Reliability/Versatility**

A librarian is expected to know a little about everything: She is a walking encyclopaedia. Her intellectual breadth and depth is second to none even if there are some subject areas where she is an expert. Once a library staff possess this skill, users' finds her and the library very reliable to deliver the expected service as it relates to dependability and accuracy. The library staff therefore should utilize all resources within and outside her library to ensure she is abreast with current trends and information for the benefit of her users.

### **2.2.2 Accessibility/Receptive**

A receptive librarian will have users who will feel at home to relay their information query. Hostility will definitely drive users away, even from accessing the library it its entirety. Librarians are to be very friendly and accommodating in order to create the right atmosphere for cordial and effective interaction with library patrons. A receptive staff will create an assurance to a user that he/she has the knowledge and is a reliable channel of information provision. This receptiveness also encompasses their ability to convey confidence.

### **2.2.3 Excellent Communication Skills**

The librarian is a good listener as there are several classes of information seekers with various information seeking behaviours. She is expected to listen, comprehend, help the user restructure the query if the need arises and ask for clarification where and when the need arises. Communications measures the ability of the staff to keep clients informed in a language they understand and the ability to listen to them.

Furthermore, Rocio et al (2016) is of the opinion that "if a library is to fulfill its proper role within the system, there must be continual interaction between it and the users it was created to serve, communication can be influenced both by factors directly tailored to the library, such as how efficiently and effectively it is run, the importance of the information it provides and the

various communication channels used to deploy information in the broad sense, which are either directly related to the user". Communication is a livewire in all relationships even between the library and her users that is to be understood as an information transfer process.

#### **2.2.4 Empathy:**

Library staff should be imbued with such friendly, caring behaviour, attitude and approach towards users to create confidence in users in their expectations with the library. Some users' feels lost in their quest for information. It is therefore a prerequisite skill for the library staff to be able to step in in assisting from within or outside the library in providing the needed assistance.

#### **2.2.5 Responsive**

Responsiveness measures the readiness of library staff in providing the service and not always giving excuses not to deliver. Remember one of the guiding principle of librarianship is 'save the time of the user'. The user's information quest should be made available as soon as possible.

#### **2.2.6 Assurance**

The demeanour of a service provider, like a library staff should be such that is filled with assurance toward the user. The user should have that feeling that the information handed over to him is correct. The librarian does this by explaining more on the information content, directing the user on need and how to reference a work you are consulting for research purposes etc. it is not out of place to give the user a window to come back again if the need arises.

Assure the client that you are always available for any of their needs, and politely let them know when you are limited to offer a particular service. Redirect a user any other source of information if you cannot lay hold of it directly.

### **3.0 Methodology**

#### **3.1 population and sample**

A descriptive survey method was adopted in this study. The library users of the federal universities in the South-west region of Nigeria formed the population of this study, and from data gathered in the 2017/2018 academic session records of the seven university libraries, the population of the users is as contained in table 1.

**Table 1: Population of registered users**

S/ N	Name of university library	Under-graduate	Postgraduate (Masters)	Postgraduate (PhD)	University Staff	Total = $\sum a$
	Prof. Albert Ilemobade Library, FUTA, Ondo State.	2683	51	23	503	3260
	FUOYE Library, Oye-Ekiti, Ekiti State.	2427	25	12	263	2727
	NOUN (South-west Nigeria).	16894	110	46	163	17213
	Hezekiah Oluwasanmi Library, OAU, Osun State.	4737	153	22	424	5336
	Nimbe Adebimpe Library, FUNAAB, Ogun State.	4724	187	28	457	5396
	Kenneth Dike Library, UI, Oyo State.	5624	127	36	352	6139
	University of Lagos Library, UNILAG, Lagos State.	2799	111	39	335	3284
	<b>TOTAL</b>	<b>39888</b>	<b>764</b>	<b>206</b>	<b>2497</b>	<b>43355</b>

The National Open University of Nigeria South – West zone has ten (10) centres in the South-west: Lagos (Victoria Island, Obalende, Apapa and Mushin); Ogun (Abeokuta, Ilaro and Awa-Ijebu); Oyo (Ibadan); Ekiti (Ado Ekiti); Osun (Osogbo); and Ondo (Akure). Victoria Island, Obalende, Apapa, Mushin, Abeokuta, Osogbo, Ibadan, and Akure study centres has libraries while others are without libraries.

For effectiveness of the study, various random sampling techniques were adopted and also the Yamane (1967:886) formula was used to determine for approximation of the sample size with a 95% confidence level and  $P = .5$  using the formula below:

$$n = \frac{N}{1 + N(e)^2}$$

Where

n = the sample size

N = the population size, and

e = the level of precision =  $\pm 5$  percent = 0.05

**Table 2: sample size**

S / N	Name of university library	Under-graduate	Postgraduate (Masters)	Postgraduate (PhD)	University Staff	Total = $\sum a$
	Prof. Albert Ilemobade Library, FUTA, Ondo State.	293	6	3	55	357
	FUOYE, Ekiti State.	311	3	2	34	350
	National Open University of Nigeria, NOUN (South-west Nigeria).	383	3	1	4	391
	Hezekiah Oluwasanmi Library, OAU, Osun State.	330	11	2	30	373
	Nimbe Adebimpe Library, FUNAAB, Ogun State.	326	13	2	32	373
	Kenneth Dike Library, UI, Oyo State.	344	8	2	22	376
7	University of Lagos Library, UNILAG, Lagos State.	304	<b>12</b>	4	36	356
	<b>TOTAL</b>	<b>2291</b>	<b>56</b>	<b>16</b>	<b>213</b>	<b>2576</b>

### 3.2 Data collection instrument

An adapted questionnaire from Sohail and Raza (2012), Sahu (2006) and Parasuraman, Berry, and Zeithaml (1988) SERVQUAL was used to solicit responses from the respondents. It featured items that bothered on measuring tangibility or the physical facilities; equipment and personnel in the library; reliability or the ability of university libraries to perform promised services dependably and accurately; responsiveness or the willingness of librarians to provide prompt services, assurance or the ability of librarians to inspire trust and confidence in library users and empathy to library clients.

The questionnaire is structured into two (2) sections with 67 items. Section A is on personal data with 6 items bothering on the demographic details of the respondent. This includes: respondents' Institution, status, highest educational qualification, faculty, gender, and age. The Section B has sixty one (61) items on library service delivery assessment with different facets that includes: reliability of service (8), responsiveness (9), assurance (7), access (7), communications (7), and empathy (6). The other facet of assessment in this section was on the various services delivered by the staff on departmental level where serials services are 4; Readers' services are 8 and ICT based services had 5 items.

### **3.3 Validity and reliability**

The content validity of each scale in the instrument has been conducted by the original users while the users' questionnaire (STAMOTSATQB) content validity was done by Parasuraman, *et al* (1988) who were the initial users. The reliability results yielded: Effective service delivery;  $r = 0.80$ . Based on Nunnally (1978), recommended reliability of 0.70 for the measuring instruments are considered highly reliable for data collection for this study. The questionnaire was able to impact on the research questions to show users perceptions on the effectiveness of library services provision.

The generated data was analysed using the Statistical Package for the Social Sciences (SPSS) for the descriptive statistics and the Pearson's correlational analysis.

### **4.1 Data analysis and discussion of findings**

The demographic information from field survey is presented in this unit. The data in Table 3 depicts the response rate while the survey also shows that there are 1187 (48.3%) of male and 1271 (51.7%) of female library users that responded to the research instrument. This implies that females are the major respondents in this study.

From preliminary studies, it was found that the federal universities studied have some similar and some distinct faculties. Hence the respondents had to specify their faculties (as all were not listed in the questionnaire) as requested by the data collection instrument. From the result of the study, the researcher grouped the faculties of the respondents into 10 predominant outcomes with related faculties merged together.

**Table 3: Library users' response rate**

S/ N	Names of university library	Number Distributed	Questionnaire returned	Percentage of strata	Response rate (%)
1.	Albert Ilemobade library, Federal University of Technology, Akure	357	352	14.3%	98.6%
2.	FUOYE Library, Federal University, Oye-Ekiti, Ekiti State	350	331	13.5%	84.6%
3.	Hezekiah Oluwasanmi Library, Obafemi Awolowo University, Ile-Ife	391	354	14.4%	90.5%
4.	Kenneth Dike Library, University of Ibadan	373	365	14.8%	97.9%
5.	National Open University of Nigeria, South-West Region	373	369	15.0%	98.9%
6.	Nimbe Adebimpe Library, University of Agriculture, Abeokuta	376	360	14.7%	95.7%
7.	University of Lagos Library, University of Lagos	356	327	13.3%	91.9%
<b>Total</b>		<b>2576</b>	<b>2458</b>	<b>100%</b>	<b>95.4%</b>

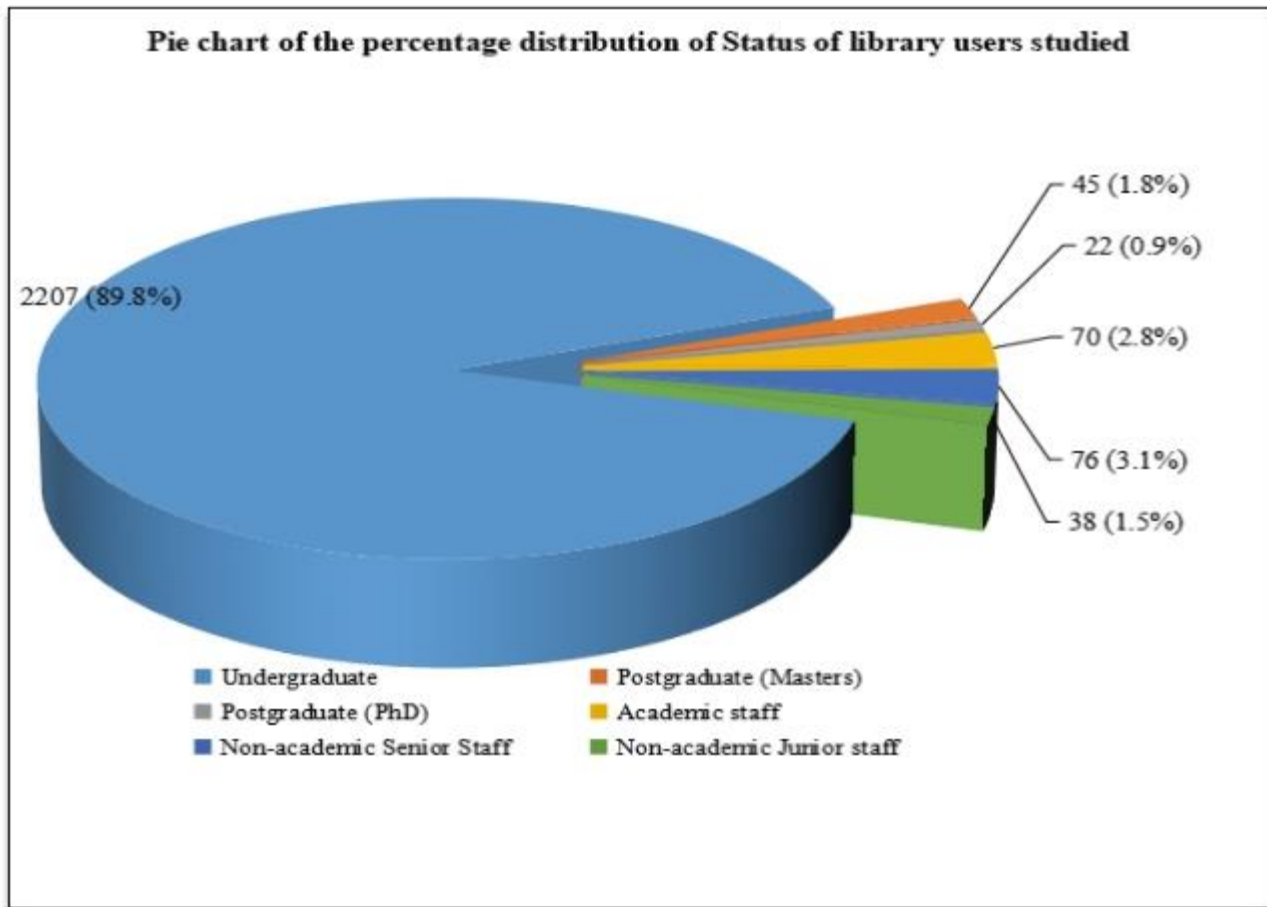
Source: Field survey (2019)

**Table 4: Library users' faculty**

S/N	Library users faculty	Frequency	Valid Percent
1.	Arts	128	5.2
2.	Education	344	14.0
3.	Engineering	204	8.3
4.	Technology	238	9.7
5.	Sciences	495	20.1
6.	Social science / Management	296	12.0
7.	Health and health technology	142	5.8
8.	Agriculture	311	12.7
9.	Medicine	149	6.1
10.	Law	150	6.1
<b>Total</b>		<b>2457</b>	<b>100</b>

Source: Field survey (2019)





**Fig. 1: Status of library users studied**

**Source:** Field survey (2019)

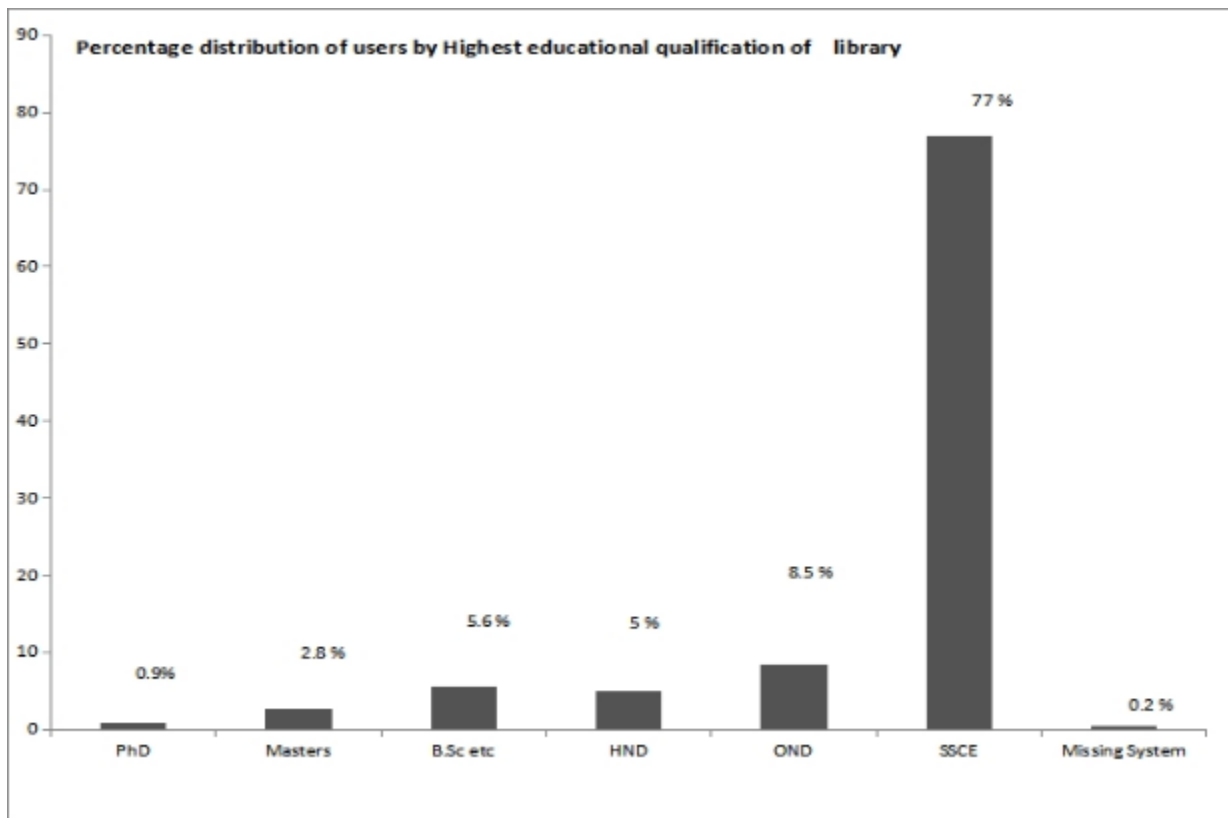
Table 4 represents the faculties of the library users in the study. The Science faculty has more respondents with a 495 (20.1%) response while the faculty of Art has the least response of 128 (5.2%). Other faculties are: Education with 344 (14%); Agriculture 311 (12.7%); Social sciences/ Management 296 (12%); Technology 238 (9.7%); Engineering 204 (8.3%); Law (6.1%); 150 (6.1%); and Health and health Technology 142 (5.8%) respectively.

To determine the effectiveness of library services, the perspective of the library users is always the best. They have a better view of the services they were rendered even the library staff delivering the services. It should be noted that the users' impression on this varied library services is based on their exposure to these services, hence their ability to assess.

In Fig.1, the pie chart depicts the frequency and percentage count of the different categories of library users. The data revealed that the libraries studied have undergraduates as the highest

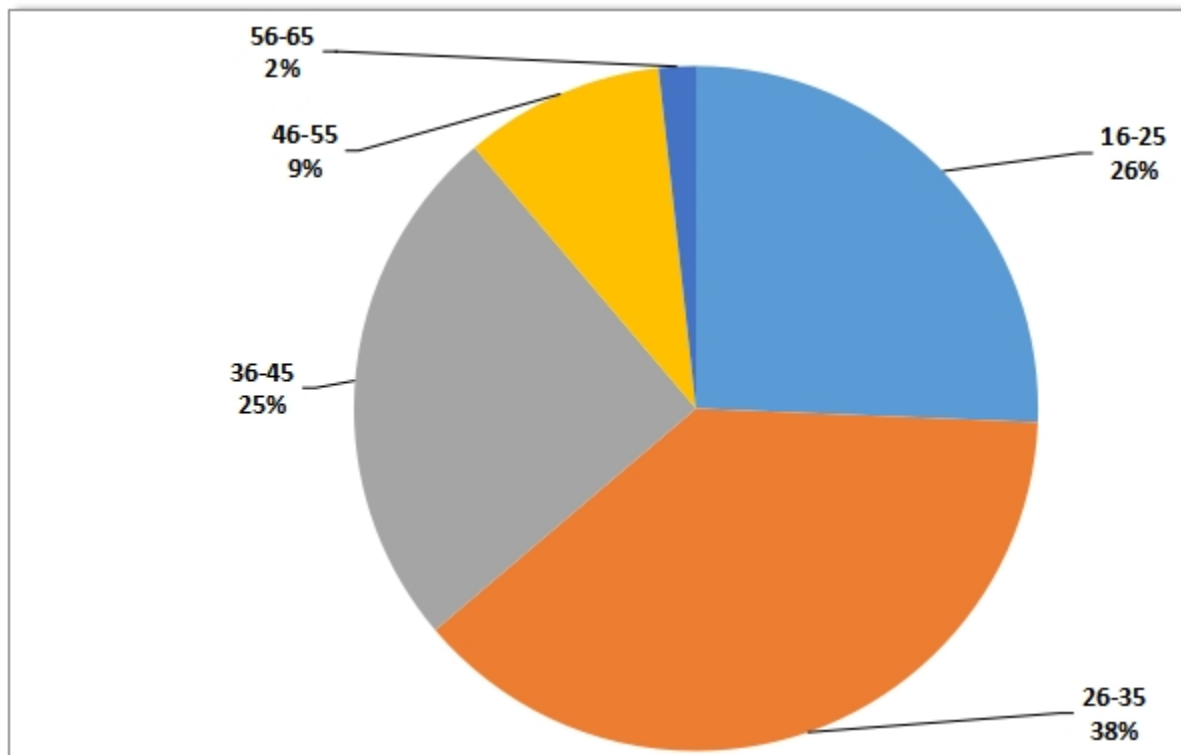
ranking of the users with a total of 2207 (89.8%) rate that was followed after a wide gap by 76 (3.1%) that represents the non-academic staff categories. Others are the 70 (2.8%) academic staff; 45 (1.8%) Postgraduate (Masters) students; 38(1.5%) non-academic junior staff and the Postgraduate (PHD) students have the least representation of 22 (0.9%) each. This data shows that the bulk of academic library users are the students who seek the library and her resources to augment and compliment the least resources in their possession. These library users all interact with the library staff whose impression on the user says a lot about the services been delivered.

Fig 2 revealed the educational qualification of library users which is seen to closely align with the status of the library users. A total of 1892 (77%) were SSCE holders while 208 (8.5%) had OND. Those with the first degree are 138 (5.6%) and HND holders are represented by 124 (5%); Masters’ Degree 68 (2.8%) and 22 (0.9%) represents the PhD holders that uses the library and her resources. About 0.2% is seen to have not responded to this research item.



**Fig. 2 Highest educational qualification of library user**

**Source:** Field survey 2019



**Fig. 3: Library users' age - range (in years)**

Source: Field survey (2019)

The age distribution of library users from field survey is represented in a Pie chart, Fig 3, with the following data: 936 representing 38.1% of the population are 26-35 years old, 629 are between the ages 16-25 while 613 (24.9%) are 36-45 years of age. The remaining users are 232 (9.4%), 43 (1.7%) and 5 (.2%) that are 44-55, 56-65 and 66-75 years old respectively.

Table 5 is on those peculiar services performed by university libraries. The result depicts that reference services is highly effective as only about 658 (26.9%) opined that it is not effective against the remaining 1789 (73.1%) that thinks otherwise at varying levels. The research also revealed that libraries perform bibliographic services that are seen to be 160.2% effective and 39.7% ineffective, 4 (.2%) of the respondents were however silent. Document delivery is also one of the services in university libraries that the respondents to this research work accessed and are of the opinions that it is 27.2% ineffective and 72.9% effective. Consequently, document delivery can be said to be an effective service in a university library.

**Table 5: Users' perspective on effective services in university libraries**

S/ N	Items	Very Ineffective (%)	Ineffective (%)	Effective (%)	More Effective (%)	Most Effective (%)	Missing System (%)	Valid Total (%)
<b>Readers' Services</b>		<b>Mean = 58.79; SD = 14.31</b>						
	Reference services	163 (6.7)	495 (20.2)	402 (16.4)	759 (31.0)	628 (25.7)	11 (.4)	2447 (100)
	Bibliographic services	292 (11.9)	683 (27.8)	348 (14.2)	644 (26.2)	487 (19.8)	4 (.2)	2454 (100)
	Document delivery	163 (6.7)	499 (20.5)	395 (16.2)	775 (31.8)	608 (24.9)	18 (.7)	2440 (100)
	Lending service	56 (2.3)	252 (10.3)	464 (18.9)	941 (38.4)	736 (30.1)	9 (.4)	2449 (100)
	Interlibrary loan	274 (11.2)	677 (27.6)	346 (14.1)	645 (26.3)	20.8 (32.1)	7 (.3)	2451 (100)
	Customer relations	79 (3.2)	287 (11.7)	437 (17.8)	985 (40.1)	666 (27.1)	4 (.2)	2454 (100)
	Library orientation services	286 (11.7)	699 (28.5)	343 (14.0)	641 (26.2)	480 (19.6)	9 (.4)	2449 (100)
	Selective Dissemination of Information (SDI) services	95 (3.9)	446 (18.3)	421 (17.3)	826 (33.9)	645 (26.5)	25 (1.0)	2433 (100)
<b>Serials Services</b>		<b>Mean = 61.50; SD = 10.55</b>						
	Indexing	21 (.9)	256 (10.4)	488 (19.9)	934 (38.0)	757 (30.8)	2 (.1)	2456 (100)
	Compilation of bibliographies	51 (2.1)	237 (9.7)	511 (20.8)	965 (39.3)	691 (28.1)	3 (.1)	2455 (100)
	Information repackaging	43 (1.8)	196 (8.0)	478 (19.4)	990 (40.3)	749 (30.5)	2 (.1)	2456 (100)
	Current Awareness Services (CAS)	59 (2.4)	249 (10.1)	480 (19.6)	914 (37.2)	751 (30.6)	5 (.2)	2453 (100)
<b>Information and Communication Technology (ICT) Services</b>		<b>Mean = 65.85; SD = 12.36</b>						
	Audio-visual services	155 (6.3)	493 (20.2)	421 (17.2)	805 (32.9)	572 (23.4)	12 (2.4)	2446 (100)
	Migration	221 (9.1)	636 (26.1)	409 (16.8)	652 (26.7)	521 (21.4)	19 (.8)	2439 (100)
	Online Public Access Catalogue (OPAC)	96 (4.0)	339 (14.0)	413 (17.1)	881 (36.4)	692 (28.6)	37 (1.5)	2421 (100)
	CD-ROM search	49 (2.0)	254 (10.4)	454 (18.6)	939 (38.4)	750 (30.7)	12 (.5)	2446 (100)
	Digital archaeology	260 (10.6)	483 (19.7)	350 (14.2)	696 (28.3)	660 (26.9)	9 (.4)	2449 (100)
<b>Overall</b>		<b>Mean = 62.05; SD = 12.41</b>						

The study further revealed indexing, compilation of bibliographies, information repackaging and Current Awareness Services (CAS) as effective services delivered in the university libraries. It was revealed that while 2176 (88.7%) sees indexing services as being effective, only 277 (11.3%) are of the opinion that it is ineffective. Compilation of bibliography is also 2167 (88.2%) effective and 288 (11.8%) ineffective; Information repackaging is however seen as 90.2% effective with a 3.90 mean score, thus, information repackaging is very effective in actualizing library's set goals and objectives of meeting the information needs of users and Current Awareness Services (CAS) is also confirmed by the library users to be effective with about 87.4% affirming this and only 12.5% having a contrary opinion. Serials' services has a cumulative mean of 61.50 and SD = 10.55.

With the technological wave in information provision, audio-visual services, data migration, Online Public Access Catalogue (OPAC), Compact Disc Read Only Memory (CD-ROM) search and digital archaeological services are seen to be part of the services offered in university libraries from the responses recorded. Audio-visual services is reported to be 1798 (73.5%) effective and 648 (26.5%) ineffective; Data migration is effective with a cumulative effectiveness score of 64.9% against the 35.2% ineffectiveness acknowledged; OPAC with 1986 respondents acknowledged (82.1%) effectiveness of the service while 435 (18%) affirms its ineffectiveness in libraries.

Also, CD-ROM services were attested to by 87.7% respondents as an effective library service with 12.4% ineffectiveness: hence it is a reliable service rendered in the library. Digital archaeology is surmised from the result of finding to be 1706 (69.4%) effective and 743 (30.3%) ineffective. Information and Communication Technology (ICT) Services has Mean = 65.85; SD = 12.36. A gross Mean of 62.05; SD of 12.41 suggests that all the studied library services to a great extent, are effective in the library daily service provision to its users.

To elucidate more on effective services performed in university libraries, the respondents (library users) were tasked on assessing the library staff efficiency in delivering library services to users on a 5-scale Likert style assessment using an adaptation of Sohail and Raza (2012); Sahu (2006) and Parasuraman, Zeithaml, and Berry (1988) SERVQUAL scale. Existing Studies revealed that staff disposition on the library services delivered has a close relationship with their perception on their job motivation and job satisfaction statuses; hence using 'reliability of service, responsiveness of staff, assurance, access, communication and empathy' as assessing dimensions.

**Table 6: Users perspective on the effectiveness of library service delivery quality**

S / N	Items	Full Disagree (%)	Dis- agree (%)	Not sure (%)	Agree (%)	Fully agree (%)	Miss- ing System (%)	Valid Total (%)
<b>Reliability of service</b>		<b>Mean = 71.20; SD = 9.61</b>						
1.	The library staff gives correct answers to reference questions	38 (1.5)	288 (11.7)	529 (21.5)	927 (37.7)	676 (27.5)	-	2458 (100)
2.	The library staff makes relevant information available	26 (1.1)	226 (9.2)	540 (22.0)	938 (38.2)	726 (29.6)	2 (.1)	2456 (100)
3.	The library staff keeps records consistent with actual holdings/status	121 (4.9)	366 (14.9)	541 (22.0)	808 (32.9)	620 (25.2)	2(.1)	2456 (100)
4.	The library staff maintains relevant statistic and records	51 (2.1)	193 (7.9)	483 (19.)	1033 (42.0)	698 (28.4)	-	2458 (100)
5.	The library staff keeps computer databases up and running	30 (1.2)	137 (5.6)	478 (19.5)	1043 (42.5)	769 (31.3)	1 (.0)	2457 (100)
6.	The library staff makes sure that overdue notices and fine notices are accurate	22 (.9)	149 (6.1)	504 (20.5)	981 (39.9)	802 (32.6)	(%)	2458 (100)
7.	The library staff has skills in Information repackaging (effecting changes in language, formats, contents and methods of production and delivery of information products)	61 (2.5)	261 (10.6)	503 (20.5)	895 (36.4)	737 (30.0)	1 (.0)	2457 (100)
<b>Responsiveness of staff</b>		<b>Mean = 71.19; SD = 9.08</b>						
8.	In providing the service, library staff maintain timeliness in delivering needed information	104 (4.2)	2458 (100)	405 (16.5)	996 (40.5)	722 (29.4)	-	2458 (100)
9.	New information are made available to users promptly	25 (1.0)	2455 (100)	506 (20.6)	994 (40.5)	752 (30.6)	3 (.1)	2455 (100)
10.	Library staff checks-in new journals and newspapers promptly	40 (1.6)	2458 (100)	480 (9.5)	994 (40.4)	727 (29.6)	-	2458 (100)
11.	Patrons in need of reference services are usually attended to timely	37 (1.5)	2457 (100)	487 (19.8)	952 (38.7)	739 (29.7)	1 (.0)	2457 (100)
12.	The library staff has the ability to minimise computer response time	33 (1.3)	2457 (100)	518 (21.1)	925 (37.6)	740 (30.1)	1 (.0)	2457 (100)
13.	Shelf maintenance is a priority to library staff	67 (2.7)	2458 (100)	484 (19.7)	938 (38.2)	706 (28.7)	-	2458 (100)
14.	The library minimises turnaround time for interlibrary loans	38 (1.5)	2457 (100)	549 (22.3)	1010 (41.1)	657 (26.7)	1 (.0)	2457 (100)
15.	The library staff assists users in database searches	23 (.9)	2457 (100)	498 (20.3)	944 (38.4)	810 (33.0)	1 (.0)	2457 (100)
16.	The library staff has the ability to efficiently deliver user education	60 (2.4)	2458 (100)	555 (22.6)	921 (37.5)	643 (26.2)	-	2458 (100)
<b>Assurance. Library staff portrays confidence in their ability to:</b>		<b>Mean = 72.43; SD = 10.21</b>						
17.	The library maintains good customer relationship with clients	22 (.9)	164 (6.7)	515 (21.0)	1030 (41.9)	727 (29.6)	-	2458 (100)
18.	The library staff are always clean and neat in their appearance	33 (1.3)	168 (6.8)	538 (21.9)	947 (38.5)	772 (31.4)	-	2458 (100)
19.	The library staff have a thorough understanding of the library collection	27 (1.1)	213 (8.7)	499 (20.3)	950 (38.6)	768 (31.2)	1 (.0)	2457 (100)
20.	The working of equipment and technologies in the library are well mastered by the library staff	16 (.7)	209 (8.5)	556 (23.1)	958 (38.9)	706 (28.8)	4 (.2)	2454 (100)

21. Staff acquaints themselves with the user's specific requirements	33	197	493	997	735	3 (.1)	2455
		(1.3)	(8.0)	(20.1)	(40.6)	(29.9)	(100)
22. Individual users receives personalised attention	18	227	455	959	796	3 (.1)	2455
		(.7)	(9.2)	(18.5)	(39.1)	(32.4)	(100)
23. Regular library users are recognized	69	248	478	882	781	-	2458
		(2.8)	(10.1)	(19.4)	(35.9)	(31.8)	(100)

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**Access** **Mean = 71.41; SD = 10.28**

24. The library and her staff has the ability to reach out to users' needs as at when needed expressed in their ability to Minimise waiting time at circulation desk	30	298	474	889	767	-	2458
		(1.2)	(12.1)	(19.3)	(36.2)	(31.2)	(100)
25. The staff make available clear, understandable, and helpful directional signs in the library	192	362	627	788	589	-	2458
		(3.7)	(14.7)	(25.5)	(32.1)	(24.0)	(100)
26. The staff make available to users computer terminals, online public access catalogue (OPAC), etc. without excessive waiting	36	206	500	1018	698	-	2458
		(1.5)	(8.4)	(20.3)	(41.4)	(28.4)	(100)
27. The staff ensures that the information displayed on the online library catalogue computers is clear and easy to follow	20	224	454	950	810	-	2458
		(.8)	(9.1)	(18.5)	(38.6)	(33.0)	(100)
28. The staff facilitates access to web-based resources (e-journals, e-books, e-thesis)	33	204	517	961	743	-	2458
		(1.3)	(8.3)	(21.0)	(39.1)	(30.2)	(100)
29. Staff ensures that the library hours are meeting users expectations	15	179	531	998	734	1 (.0)	2457
		(.6)	(7.3)	(21.6)	(40.6)	(29.9)	(100)
30. The staff ensures that the location are at the convenience of the library to users	14	177	489	979	799	-	2458
		(.6)	(7.2)	(19.9)	(39.8)	(32.5)	(100)

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**Communications.** The ability of library staff to keep clients informed in a language they understand, and the ability to listen to them through: **Mean = 72.17; SD = 10.60**

31. The avoidance of library jargon	29	230	538	966	695	-	2458
		(1.2)	(9.4)	(21.9)	(39.3)	(28.3)	(100)
32. Determining the needs of the client by instituting gentle follow-up questions	26	195	529	1003	694	11 (.4)	2447
		(1.1)	(8.0)	(21.6)	(41)	(28.4)	(100)
33. Developing precise, clear instructions at the point of use	29	169	479	1007	763	11 (.4)	2447
		(1.2)	(6.9)	(19.6)	(41.2)	(31.2)	(100)
34. Teaching the library user pertinent library skills	34	247	487	891	784	15 (.6)	2443
		(1.4)	(10.1)	(19.9)	(36.5)	(32.1)	(100)
35. Assuring the customer that her/his problem will be handled	27	174	462	1019	765	11 (.4)	2447
		(1.1)	(7.1)	(18.9)	(41.6)	(31.3)	(100)
36. Giving feedback on a recommendation made by a library user for the purchase of new material (been able to relay back to the user on the status of his recommendation).	40	189	518	964	736	11 (.4)	2447
		(1.6)	(7.7)	(21.2)	(39.4)	(30.1)	(100)
37. Communicating Library procedures through the library guide/handbook	57	220	522	914	734	11 (.4)	2447
		(2.3)	(9.0)	(21.3)	(37.4)	(30.0)	(100)

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**Empathy** **Mean = 73.14; SD = 10.49**

38. The behaviour, attitude and approach of the library staff towards users builds confidence in the user	37	194	511	955	760	1 (.0)	2457
		(1.5)	(7.9)	(20.8)	(38.9)	(30.9)	(100)
39. The library staff gives equal importance to all user's request	25	199	459	972	795	8 (.3)	2450
		(1.0)	(8.1)	(18.7)	(39.7)	(32.4)	(100)
40. The library staff are courteous and polite	21	206	476	987	764	4 (.2)	2454
		(.9)	(8.4)	(19.4)	(40.2)	(31.1)	(100)
41. I am always encouraged to come back to the library for more assistance.	35	216	463	988	755	1	2457
		(1.4)	(8.8)	(18.8)	(40.2)	(30.7)	(.0) (100)
42. I am always guided through the library resources whenever I feel lost searching the collection.	20	519	162	999	749	9	2449
		(.8)	(21.1)	(6.6)	(40.6)	(30.5)	(.4) (100)

43. Generally, the staff has more interest in satisfying the patron	27	164	501	976	786	4 (.2)	2454
	(1.1)	(6.7)	(20.4)	(39.8)	(32.0)		(100)
<b>Overall</b>	<b>Mean = 71.76; SD = 4.67</b>						

The result of findings in Tables 6 shows that the respondents assessment on ‘Reliability of service’ has a Mean = 71.20; SD = 9.61; ‘Responsiveness of staff’ has a Mean = 71.19; SD = 9.08; and Assurance score is Mean = 72.43; SD = 10.2.

Access as a construct was measured and the respondents confirms they can easily access the library staff and the services rendered with a Mean score of 71.41; SD = 10.28. This aligns with Sohail and Raza (2012) whose study revealed that 61% of the respondents have ‘positive’ view regarding the access factor of quality in the library staff.

The ability of the staff to communicate with users without distortion of the message has a Mean = 72.17; SD = 10.60. This study also measured the behaviour, attitude and approach of the library staff towards users and on the average, it was found that the behaviour, attitude and approach of the library staff towards users builds confidence in the user. The library staff gives equal importance to all user’s request; they are courteous and polite; they encourage users to come back to ask for more assistance if needed; and they offer suggestions on where to look for information in other parts of the library: this was achieved from the assessment of the construct ‘Empathy’ with Mean = 73.14; SD = 10.49. This result shows that the library users are satisfied to a great extent with the services they are been rendered by library staff.

Based on the research objectives and questions that directed this study, the findings of this study shows that study there are some basic routine library services operational in the target study population (federal university libraries in South-west, Nigeria) at varying levels. These includes Current Awareness Services (CAS), Indexing services, Abstracting services, Compilation of bibliographies, Weeding, Document delivery services, Library orientation services, Shelf maintenance, data migration and information repackaging amongst others. This aligns with the position of Idhalama, Aiyebilehin, and Okobo (2020:6) that “in an academic library environment, the librarian must be on the alert to the importance of library in the context of higher education ... Librarians must be familiar with the structure, organization, creation, management, dissemination, use, and preservation of information resources, new and existing, in all formats”.

It was also found that the prevailing staff attitudes in service delivery federal university libraries in South-west, Nigeria included their ability to create in the users’ the confidence to rely



on the services provided, be responsive in the cause of service delivery. Others are the disposition in re-assuring the user community on the library service object while been able to make themselves readily accessible and having a good control of the communication process and also been empathetic to users in their quest for knowledge.

The respondents had unanimously expressed that the library staff attitudes has positively affected service delivery in federal university libraries in South-west, Nigeria. In a similar study, Unwana and Men (2017:34) concluded that "... there is a significant relationship between staff attitude and use of library, and staff academic profile". This study also relates to that carried out by Idhalama, Aiyebilehin, and Okobo (2020:9) that reported that "the staff of DELSU and FUPRE library has a high extent of clear communication skills, assertiveness, knowledge of the product, customer focus, and ability to use positive language, ability to read customers, empathy, and persuasion skills" and concluded that "from the result gotten it shows that the majority of the staff working in DELSU and FUPRE library possess a high extent of customer service competency".

#### 4.2 Presentation of hypotheses

H<sub>0</sub><sup>1</sup>: There is no significant correlation between library service delivery and staff attitude in service delivery

**Table 7: Correlations matrix of the study variables**

Variables	Effective Service Del.	Reliability of service	Staff Responsiveness	Assurance	Access	Communica-tions	Empathy
Effective Service Delivery	$\bar{x} = 64.36$ SD = 7.92						
Reliability of staff	.111** (.000)	$\bar{x} = 71.2$ SD = 9.62					
Responsiveness	.103** (.000)	.168** (.000)	$\bar{x} = 71.19$ SD = 9.09				
Assurance	.079** (.000)	.011 (.290)	.030 (.067)	$\bar{x} = 72.43$ SD = 10.21			
Access	.074** (.000)	.180** (.000)	.082** (.000)	.036* (.039)	$\bar{x} = 71.41$ SD = 10.28		
Communications	.062** (.001)	.068** (.000)	.048** (.009)	.017 (.204)	.082** (.000)	$\bar{x} = 72.16$ SD = 9.61	
Empathy	.051** (.005)	.011 (.300)	.092** (.000)	.066** (.000)	.059** (.002)	.074** (.000)	$\bar{x} = 72.17$ SD = 10.60

**NB: \* - sig at 0.05**

For the analysis of the study hypothesis, a correlation matrix was employed using Pearson product in the SPSS software. The result shows that the staff attitude where significantly influencing the staff service delivery to users at different levels. As shown in Table 7 (.000, for the reliability of staff, responsiveness, assurance, and access. While their communication is significant at .001, their empathy level is at .005.

With a correlation coefficient of .111, .103, .079, .074, .062 and .051, for staff reliability, responsiveness, assurance, access, communication and empathy, respectively, it depicts that there is a strong correlation between the staff attitude constructs and their service provision, hence the null hypothesis: there is no significant correlation between library service delivery and staff attitude in service delivery is rejected.

Furthermore, Table 7 revealed that all other constructs of staff attitude positively relates with each other with the exception of Assurance that does not have any correlation with Reliability, Responsiveness and communication. This implies that these unrelated constructs are independent of the other in the staff service delivery process. While those that correlates implies that service delivery will be more highly positive if those constructs interacts harmoniously.

### **4.3 Summary of findings**

From the data analysis and discussion, it was found that:

1. Users are aware of the various available effective library services been delivered in the federal universities in the South-west region of Nigeria.
2. These services are efficiently handled by library staff.
3. The library staff delivers the library services with positive demeanor.
4. Staff responsiveness to users on services is influenced by motivation and their job satisfaction.
5. Library personnel' in the universities under study are very responsive, prompt and are always ready to respond to users' query, they do not hoard new information-they keep their CAS services running, interlibrary loans are well facilitated and they maintain an organized collection even as their user education is not abandoned.
6. The staff possess such attitudes such as the versatility of librarianship terrain to be able to imbue the reliability of service on the users. Responsiveness, assurance, access, good communications skills and empathy are also some of the attributes they possess.

7. The identified attitudes of the library staff positively influences the users access to effective library services in federal universities in Nigeria.

#### **4.4 Recommendation**

This study has the following recommendation that will be of immense benefit to librarianship as a field of study:

1. The library staff should be motivated and encouraged to deliver more friendly service to the user community.
2. Educative socialization forum like library exhibition, workshops and seminars should be institutionalized to encourage a friendlier interactive sessions between staff and library users.
3. Potential library users should be encouraged to use the library frequently through positive public relations and marketing of some salient library services.
4. The library should collaborate with nearby libraries and agencies or organisations to integrate emerging services, new service delivery trends and exchange of human resources for positive impact on the actualization of goals and objectives of setting up of academic libraries in this age.

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