Fee-Based Electronic Information Services and Effective Service Delivery by Federal University Libraries in Nigeria

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Abstract

The study investigated fee-based electronic information services offered in Nigerian federal university libraries, their effects on library services, challenges faced by libraries that implemented the services and possible solutions to address the challenges. A descriptive survey research design using stratified random sampling was used for the study. The population of the study was Nigerian federal university libraries. The population size for the study is 116. Using Krejcie and Morgan's table, a total of ninety-two (92) professional librarians were sampled. Google form was used for data collection. Out of 92, 87 (80.04%) librarians responded to the questionnaire. The results obtained from the analysis were presented in tables using frequency and the mean by Statistical Package for the Social Sciences (SPSS, version 25). The findings of the study revealed that the only university of Lagos in federal university libraries that partially implemented two services (internet access and laptop lending). The research also revealed that in the university of Lagos, the services enable the library to generate more income, it increases library users' patronage among others. The challenges faced by the University of Lagos while rendering the fee-based services include poor planning, the problem of pricing policy and negative perception of fee-based services by the patrons among others. The study concluded that Nigerian federal university libraries have not yet implemented fee-based electronic information services to their full course. The study recommended among others that seminars and conferences should be organized to enlighten the stakeholders of Nigerian federal university libraries on the benefits of fee-based electronic information services for effective library service delivery.

Introduction

Libraries have been custodians and information disseminators for centuries, and provide services free of charge to their patrons. Developments in information and communication technology have changed the way information is generated, organized, and disseminated. It no longer seems sufficient for libraries to provide only print-based materials in a fixed location, libraries now support information dissemination through a wide variety of technology format that provides unlimited remote access. However, this has not come without cost implications. The use of computers and other technologies requires significant funding which is beyond the budget of most libraries (Anyaoku, 2012). As such, libraries need to find a possible solution to

the challenges. Information provision is becoming a difficult commodity for libraries as a result of the high cost of information resources. This difficulty is due to poor financial support to libraries by the government and other stakeholders (Okeke, Urhiewhu and Nwafor, 2015). Libraries in most developing nations are facing poor funding to provide needed services. The Nigerian federal university libraries are not exclusive to such difficulties. The hitherto NUC policy of 10% university's budgetary allocation and TetFund annual grants/ special intervention to date has not remedied the underfunding of libraries.

Meanwhile, the emerging change in the concept of information from a free resource to a marketable resource in the Information Age has also necessitated the consideration of free-based services in libraries.

Fee-based library services were presented as one of the strategies to improve library finances and meet the challenges brought by technological innovations (Anyaoku, 2012). All libraries aim to meet their users' information requirements and expectations, which, according to Idiegbeyan and Esse (2013), necessitates the provision of relevant information and services to meet those demands. Users get unsatisfied if a library's resources and services fall short of their expectations. However, they will be satisfied if the resources and services meet their expectations (Bua and Yawe, 2014). The major aim of a library is to serve its users better. This requires the library to collect a little token from its users to consolidate the crippled allocation it received to procure IT equipment and to subscribe to more resources that will meet the information needs of its users.

In Ranganathan's fifth law of library science (the library is a growing organism), Barner (2011) stated that Ranganathan sees the library as an institution that is active in a frequently changing environment, and based on that, the institution needs to change and adapt itself with the spirit of the time to provide the best services to those who need it. Consequently, library services and operations keep on growing to ensure users are satisfied with the services rendered to them. Among the recent development in library services in developing countries are fee-based services. This is a result of an underfunding situation that the libraries encountered.

According to Reits (2005), fee-based services are information services provided by a library or information broker in exchange for monetary payment. Fee-based services are the provision of services and products with a demand for financial payment. The concept of library fee-based services is now in practice globally. Most fee-based information services operate on a cost-recovery basis, although some are for-profit or subsidized library services for users. The majority of fee-based services are offered by major academic libraries, while large public libraries and college libraries also provide similar services (Agustine and Rejeki, 2021). Fee-based library services will go a long way in remedying the financial difficulties faced by libraries that undermine libraries' effective and efficient service delivery. It provides financial avenues to meet up with an improved position and use the resources and services which will cater to the current trends in educational, social, technological and research needs of our contemporary society.

The emergence of ICT, according to Ilo,

Idaerefama and Fufuri (2016), has created an avenue through which funds can be raised in university libraries. One such avenue is the internet, with its browsing services and digitization. The authors are of the view that the university library management can equip its ICT unit with internet facilities and charge a token from users who visit the unit to have access to online information resources and services. Ishola (2014) asserted that the paradigm shift to electronic information resources has made library patrons seek information in varied formats, which requires additional costs to deliver them. As such, the multi-diverse needs of library users, coupled with the minimal funds at the disposal of these libraries, necessitates devising alternative means to generate revenue to meet the increasing needs of their users.

Electronic information services are rendered in most academic libraries across the globe. Such services include Internet access, e-reference services, e-journal access, online and offline database access, current awareness services (CAS), and selective and dissemination of information (SDI) among others provided by libraries to its user communities through the use of computer and telecommunication. These services aim for wider reach, ease of access to and use of information by existing and new library patrons, and their continuing provision can only be justified when the services are used or consumed by the targeted users (Umukoro and Tiamiyu, 2016). According to Awwad and Al-majali (2014), services rendered with the help of Information Technology (IT) are faster and more effective.

Library and information service delivery is essential to libraries. Information services deliveries are library processes and activities that are deployed by libraries to deliver information services and resources to library users and to enhance the activities and productivity of library users (Agoh and Omekwu, 2021). It is of no argument to believe and support the fact that the efficiency and effectiveness of any library operations and services regardless of the size, type and user community as an instrument of education, research and community development is determined by the success with which the library can provide and satisfy its diverse user's information needs timely and accurately (Chukwueke and Onuoha, 2019).

Idhalama and Krubu (2018), stated among the benefits of fee-based services, it enhances effective library service delivery. Furthermore, fee-based services can effectively become the right channel for meeting the existing demand for library services from users,

generating income for the library and establishing new library services for all users. In the process, services will help reinvent and reshape the library of the future. Thus, fee-based services in the library are crucial as they will enhance innovation thereby encouraging users and increasing opportunities for improved usage.

Statement of the Problem

University libraries are critical components of the research and development process. Effective teaching, learning, and research activities in the university community depend upon a well-equipped library. Most developing nations are facing poor funding to provide needed services. However, Nigerian federal university libraries are also experiencing poor funding despite NUC's 10% university budgetary allocation and TetFund annual grants, which still have not remedied the libraries' underfunding. The acquisition of computers and other technologies in Nigerian federal university libraries for effective service delivery requires significant funding which exceeds the library budget. This necessitates the introduction of fee-based electronic information services. Research has been conducted on fee-based electronic information services at some of the Nigerian federal university libraries. However, no single piece of research covers all 6 geopolitical zones. Moreover, no research was conducted to investigate whether Nigerian federal university libraries that have not offered fee-based electronic information services have plans to introduce them to the best knowledge of the researchers at the time of the study. As such, this is the gap that this study intends to fill.

Research Questions

Based on the related literature reviewed, the research is guided by the following research questions:

1. What are the fee-based electronic information services offered in Nigerian federal university libraries?

2. If there are, what are the effects of fee-based electronic information services to Nigerian federal university libraries for effective service delivery?

3. Do you agree that a written policy on fee-based electronic information services will serve as a guideline for effective service delivery in Nigerian federal university libraries?

4. If Nigerian federal university libraries are not offering fee-based electronic information services, is there plans to introduce them?

5. What are the challenges Nigerian federal university libraries face while rendering fee-based electronic information services?

6. What is the possible solution to address the challenges faced by Nigerian federal university libraries that implemented fee-based electronic information services?

Review of Related Empirical Studies

In a study conducted by Thompson (2008) titled "Marketing Library Services: the Case of State-owned Multi-Campus University Libraries in Ghana," 74.4 % of over 300 user-respondents said they were willing to pay for some of the services and goods offered by their 6 campus libraries. As a result, he recommended that service providers seize the chance to develop services that are well-packaged to suit customers' needs at reasonable prices.

According to a survey conducted by Kwadzo and Amekuedee (2007), online bibliographic searching, photocopying, email, CD-ROM searches, and training were among the fee-based services given by libraries in agriculture-related special libraries in Ghana. The fee-based services were offered for a variety of reasons, according to them. The primary motivations are to compensate for a deficiency in government subsidies, increase service quality, and recoup service costs.

Ishiola (2014) conducted research on financial issues in Nigerian university libraries, concluding that fee-based libraries and information services can help solve the problem, with a focus on pricing policy. Students pay to access and use library services in the following areas: registration fees, interlibrary loan services, online services, usage of computer systems, Internet connectivity, CD-ROM services, reprographic services, and so on. He also advised that librarians should continue to fight for increased university financing, and vice-chancellors should respect the 10% allocation for library development and allow librarians to spend the funds on library development without undue intrusion. Likewise, university librarians should be bold to introduce fee-based services as necessary but must guarantee that the appropriate pricing regulations are in place for any fee-based library services so that the fundamental role of university libraries is not jeopardized.

Anyaoku and Nwosu (2009) described a fee-based CD-ROM Medline information search service in Nnamdi Azikiwe University medical library. According to the Medline service's yearly reports, a total of 1561 patrons used the service throughout its six-year existence. The article outlined the potential benefits of the price of the service, such as no service

interruptions due to a lack of finances and increased worker motivation. Other possible benefits of fee-based services for Nigerian libraries, according to the paper, include increased technology acquisition, as most fee-based services require some level of technology. The research concluded that fee-based services have the potential to help generate income for successful information in Nigerian libraries.

Akidi and Chukwueke (2019) conducted a study on the effects of fee-based services on library service delivery in federal university libraries in Nigeria concerning Michael Okpara University of Agriculture, Umudike, Abia State, Nigeria. Although only a few fee-based library services have been implemented, the study found that they had a wide range of positive effects on the federal university library, including higher revenue, improved library services, goodwill, and patronage, among other things. Poor planning and pricing strategies, a lack of quality services, and widespread opposition to the concept of fee-based services were also identified as hurdles to fee-based library services and their efficacy in federal university libraries, according to the report. The study suggested that efforts be made to make fee-based library services more affordable, to build a strong relationship between the library and its users, and to introduce digitized services as a way to further strengthen and make fee-based library services more effective in federal university libraries.

Okeke, Urhiewhu and Nwafor (2015) conducted a study on fee-based library services in private university libraries in Nigeria. It was also discovered that libraries already offered bookbinding, photocopying, internet access, computer typesetting, membership registration fees, and late fees for overdue books. In the three (3) private university libraries, there is no written fee-based library services policy in place. As a result, the existing fee-based library services are organized and managed haphazardly. Fee-based library services are run by the library staff in the same way as regular library services are run. It also resulted in the library's management being unable to provide appropriate decisions about fee-based library services' operations and guidelines.

Idhalama and Krubu (2018) conducted a study on fee-based Library Services: a Sine-Qua-Non in the effective management of libraries". According to them, fee-based services in libraries have been discovered to assist librarians and libraries in becoming more successful and efficient in the delivery of information services. They concluded that if the library institution is to be brought out of its current state of stagnation and recession, fee-based services must never be weakened.

Methodology

A descriptive survey research design using stratified random sampling was used for the study. The population of the study consists of Nigerian federal university libraries. The researchers selected one university from each of the six geopolitical zones to represent the others. These include Usmanu Danfodiyo University, Sokoto (UDUS) north-west; University of Nigeria, Nsukka (UNN) south-east; University of Benin (UNIBEN) south-south; University of Lagos (UNILAG) south-west; Abubakar Tafawa Balewa University, Bauchi (ATBU) north-east; and the Federal University of Technology, Minna (FUTMINNA) north-central. However, the respondents were all professional librarians of the selected university libraries. UDUS (19), UNN (34), UNIBEN (17), UNILAG (16), ATBU (18) and FUTMINNA (12), which gave a total population size of 116 (retrieved from the libraries' home page). Using Krejcie and Morgan's table, 92 was used as a sample size. A questionnaire was developed using Google Form to collect data for the study. The questionnaire was constructed based on the research questions earlier formulated to guide the study. The researchers gave the questionnaire to two lecturers from the Department of Library and Information Science, Usmanu Danfodiyo University, Sokoto, Nigeria, who are well-versed in research to ensure face validity. They scrutinized the sets of questions to ensure that they were clear and appropriate for the variables being studied. Their constructive critique resulted in the instrument's modification and refinement. Out of 92, 87 (80.04%) librarians responded to the questionnaire. According to Megenda and Megenda (2003), a response rate of 50 percent is adequate for data analysis and reporting, a rate of 60 percent is good and a response rate of 70 percent and over, is excellent. This implies that the percentage of this study is suitable for data analysis. The researchers also used the Statistical Package for the Social Sciences (SPSS) version 25 for data analysis. The results obtained from the analysis were presented in tables using frequency and the mean. The researchers considered the average mean of 2.50 and above accepted, while any item scored below the average was rejected. The score of 2.50 was calculated using 4 Likert scale weightings attached to the response options of Strongly Agree (4 points), Agree (3 points), Disagree (2 points), and Strongly Disagree (1 point). Hence, (4+3+2+1=10)

and dividing by 4 (10/4) to obtain a mean score of 2.50.

Results

Research Question One: What are the fee-based electronic information services offered in Nigerian federal university libraries?

Table 1 shows that only the University of Lagos offers fee-based electronic information services to some extent. That is, internet access has an accepted mean of (2.64) and laptop lending has an accepted mean of (3.57). Other services indicate rejected means like Digital Reference Services (DRS) (2.07), audio and video conversion (1.85), subscribed database access (1.78), information repackaging (1.71), CD-ROM database access (1.64), electronic SDI (1.85), and electronic CAS (1.57). The meanings of other institutions like UDUS, UNN, UNIBEN, ATBU, and FUTMINNA were all rejected. Hence, internet access (1.26), (1.43), (1.23), (1.14), and (1.25) respectively. DRS are (2.13), (2.04), (2.07), (2.07), and (2.25). Audio and video conversion (1.53), (1.56), (1.38), (1.57), and (1.50) respectively. Subscribed database access

Table 1: Frequency, and mean rating on the electronic information resources fee-based services offered by the libraries

Internet Access		Strongly Disagree	Disagree	Agree	Strongly Agree	Total	Mean	Decision
Institution	UDUS	11	4	0	0	15	1.26	Rejected
	UNN	13	10	0	0	23	1.43	Rejected
	UNIBEN	10	3	0	0	13	1.23	Rejected
	UNILAG	3	2	6	3	14	2.64	Accepted
	ATBU	12	2	0	0	14	1.14	Rejected
	FUTMINNA	6	2	0	0	8	1.25	Rejected
Digital Reference Services								
	UDUS	0	13	2	0	15	2.13	Rejected
	UNN	2	18	3	0	23	2.04	Rejected
	UNIBEN	1	10	2	0	13	2.07	Rejected
	UNILAG	1	11	2	0	14	2.07	Rejected
	ATBU	0	13	1	0	14	2.07	Rejected
	FUTMINNA	0	6	2	0	8	2.25	Rejected
Audio and Video Conversion								
Institution	UDUS	9	4	2	0	15	1.53	Rejected
	UNN	12	9	2	0	23	1.56	Rejected
	UNIBEN	9	3	1	0	13	1.38	Rejected
	UNILAG	4	9	0	1	14	1.85	Rejected
	ATBU	7	6	1	0	14	1.57	Rejected
	FUTMINNA	5	2	1	0	8	1.50	Rejected
Subscribed Database Access								
Institution	UDUS	6	8	1	0	15	1.66	Rejected
	UNN	9	11	3	0	23	1.73	Rejected
	UNIBEN	6	6	1	0	13	1.61	Rejected
	UNILAG	4	9	1	0	14	1.78	Rejected
	ATBU	8	6	0	0	14	1.42	Rejected
	FUTMINNA	3	4	1	0	8	1.75	Rejected

Laptop Lending

Institution								
	UDUS	9	5	0	1	15	1.53	Rejected
	UNN	15	5	3	0	23	1.47	Rejected
	UNIBEN	9	3	1	0	13	1.38	Rejected
	UNILAG	2	0	0	12	14	3.57	Accepted
	ATBU	10	4	0	0	14	1.28	Rejected
	FUTMINNA	5	3	0	0	8	1.37	Rejected

Information Repackaging

Institution								
	UDUS	12	3	0	0	15	1.20	Rejected
	UNN	6	17	0	0	23	1.73	Rejected
	UNIBEN	9	4	0	0	13	1.30	Rejected
	UNILAG	4	10	0	0	14	1.71	Rejected
	ATBU	10	4	0	0	14	1.28	Rejected
	FUTMINNA	5	3	0	0	8	1.37	Rejected

CD-ROM Database Access

Institution								
	UDUS	9	4	2	0	15	1.53	Rejected
	UNN	15	7	1	0	23	1.39	Rejected
	UNIBEN	5	7	1	0	13	1.69	Rejected
	UNILAG	6	7	1	0	14	1.64	Rejected
	ATBU	9	4	1	0	14	1.42	Rejected
	FUTMINNA	6	1	1	0	8	1.37	Rejected

Electronic SDI

Institution								
	UDUS	12	3	0	0	15	1.20	Rejected
	UNN	12	8	3	0	23	1.60	Rejected
	UNIBEN	8	3	2	0	13	1.53	Rejected
	UNILAG	5	7	1	1	14	1.85	Rejected
	ATBU	8	5	1	0	14	1.50	Rejected
	FUTMINNA	6	0	2	0	8	1.50	Rejected

Electronic CAS

Institution								
	UDUS	8	6	1	0	15	1.53	Rejected
	UNN	17	4	2	0	23	1.34	Rejected
	UNIBEN	9	3	1	0	13	1.38	Rejected
	UNILAG	8	4	2	0	14	1.57	Rejected
	ATBU	8	4	2	0	14	1.57	Rejected
	FUTMINNA	7	0	1	0	8	1.25	Rejected

(1.66), (1.73), (1.61), (1.42) and (1.75) respectively. Laptop lending (1.53), (1.47), (1.38), (1.28), and (1.37), respectively. Repackaging of information (1.20), (1.73), (1.30), (1.28), and (1.37), respectively. CD-ROM database access (1.53), (1.39), (1.69), (1.42), and (1.37), respectively. Electronic SDI (1.20), (1.60), (1.53), (1.50), and (1.50) Electronic CAS (1.53), (1.34), (1.38), (1.57), and (1.25) respectively.

Research Question Two: If there are, what are the effects of fee-based electronic information services to Nigerian federal university libraries for effective service delivery?

Table 2 shows that electronic information resources fee-based services yield positive results for effective services delivery in the University of Lagos library as it enables the library to generate more income with an accepted mean of (3.42), increase

library users' patronage with an accepted mean of (3.57), enables the library to be self-sufficient to carry out its projects independently with an accepted mean of (3.71), provides quality service delivery in the library with an accepted mean of (3.50) and serves as a means of increasing library services with an accepted mean of (3.64).

Research Question Three: Do you agree that a written policy on electronic information resources fee-based services will serve as a guideline for effective service delivery in Nigerian federal university libraries? Table 3 shows that the University of Lagos has agreed that written policy will serve as a guide for effective

library service delivery with an accepted mean of (3.28).

Research Question Four: If Nigerian federal university libraries are not offering fee-based electronic information services, is there plans to introduce them?

Table 4 shows that out of the university libraries that do not offer electronic information resources fee-based services, only UDUS has plans to introduce the services with an accepted mean of (3.20), while others like UNN, the mean of (1.26) was rejected, UNIBEN, the mean of (1.38) was rejected, ATBU, the mean of (1.42) was rejected, and FUTMINNA, the mean of (1.50) was rejected.

Table 2. Frequency, and mean rating on the effects of fee-based electronic information services for effective services delivery in Nigerian federal university libraries

It enables the libraries to generate more income	Strongly Disagree	Disagree	Agree	Strongly Agree	Total	Mean	Decision
Institution UNILAG	1	1	3	9	14	3.42	Accepted
It increases library users' patronage							
UNILAG	0	0	6	8	14	3.57	Accepted
It enables library to be self-sufficient to carry out its projects independently							
UNILAG	0	0	4	10	14	3.71	Accepted
It Provides Quality Services Delivery in the Libraries							
UNILAG	0	0	7	7	14	3.50	Accepted
It serves as a means of increasing library services							
UNILAG	0	0	5	9	14	3.64	Accepted

Table 3. Frequency, and mean rating on agreement on whether written policy serves as a guideline for effective fee-based electronic information services in Nigerian federal university libraries.

It enables the libraries to generate more income	Strongly Disagree	Disagree	Agree	Strongly Agree	Total	Mean	Decision
Institution UNILAG	0	1	8	5	14	3.28	Accepted

Table 4. Frequency, and mean rating on whether Nigerian federal university libraries that are yet to commence fee-based electronic information services have plans to introduce them

	Strongly Disagree	Disagree	Agree	Strongly Agree	Total	Mean	Decision
Institution UDUS	0	2	8	5	15	3.20	Accepted
UNN	17	6	0	0	23	1.26	Rejected
UNIBEN	8	5	0	0	13	1.38	Rejected
ATBU	8	6	0	0	14	1.42	Rejected
FUTMINNA	4	4	0	0	8	1.50	Rejected

Research Question Five: What are the challenges Nigerian federal university libraries face while rendering fee-based electronic information services?

Table 5 indicates that the University of Lagos library faced some challenges while rendering electronic information resources fee-based services like poor planning an accepted mean of (3.42), the problem of pricing policy with an accepted mean of (3.35), negative perception of fee-based services by the library users with accepted mean of (3.50) and the problem of accountability/ remittance with accepted mean of (3.42). However, the respondents rejected user dissatisfaction with mean of (1.64) and inadequate expertise and skills for marketing the services as a mean of (1.71) respectively as part of the challenges faced by the library.

Research Question Six: What are the possible solutions to address the challenges faced by Nigerian federal university libraries that implemented fee-based electronic information services?

Table 6 shows that all university libraries, including those that are not yet offering electronic information resources fee-based services, responded to the possible solutions to address the challenges faced by libraries that implemented fee-based services. For UDUS UNN, UNIBEN, UNILAG, ATBU, and FUTMINNA, libraries should have adequate planning and formulation of fee-based services policies, with an accepted mean of (3.13), (3.78), (3.30), (3.35), (3.71), and (3.87), respectively. Libraries should provide quality services that will arouse the interest of library users with an accepted mean of (3.13), (3.52), (3.53), (3.14), (3.64), and (3.87), respectively. Libraries should fix affordable service charges for their users with an accepted mean of (3.26), (3.47), (3.92), (3.50), (3.21) and (3.37), respectively. Libraries should sensitize the essence and benefits of fee-based services to their users with an accepted mean of (3.33), (3.43), (3.30), (3.57), (3.28), and (3.37), respectively. Libraries should equip their staff with marketing skills with an accepted mean of (3.40), (3.34), (3.38), (3.57), (3.28), and (3.87), respectively. Libraries should create room for user feedback to measure their satisfaction with the services rendered to them with an accepted mean of (3.33), (3.60), (3.61), (3.57), (3.42), and (3.62), respectively.

Discussions of Findings

The findings of the study revealed that only the University of Lagos partially implemented two services (internet access and laptop lending). This is in line with Akidi and Chukwueke's study (2019), which reported that only a few fee-based library services were adopted in federal university libraries, concerning Michael Okpara University of Agriculture, Umudike, Abia State, Nigeria.

Findings also revealed that in the University of Lagos, fee-based electronic information services have a positive effect on library services as they enable the library to generate more income, increase library users' patronage, be self-sufficient in carrying out its project independently, provide quality service delivery, and serve as a means of increasing library services. These findings are in line with Anyaoku and Nwosu's study

Table 5. Frequency, and mean rating on challenges faced by the libraries that offered fee-based electronic information services

Poor Planning		Strongly Disagree	Disagree	Agree	Strongly Agree	Total	Mean	Decision
Institution	UNILAG	1	1	3	9	14	3.42	Accepted
The problem of pricing policy								
Institution	UNILAG	1	2	2	9	14	3.35	Accepted
User Dissatisfaction								
Institution	UNILAG	8	4	1	1	14	1.64	Rejected
Inadequate Expertise and skills for marketing the services								
Institution	UNILAG	7	5	1	1	14	1.71	Rejected
Negative perception on fee-based services by the library users								
Institution	UNILAG	1	1	2	10	14	3.50	Accepted
Problem of Accountability/ Remittance								
Institution	UNILAG	1	1	3	9	14	3.42	Accepted

Table 6. Frequency, and mean rating on a possible solution to address challenges faced by libraries that implemented fee-based electronic information services

Libraries should have adequate planning and formulation of fee-based service policy		Strongly Disagree	Disagree	Agree	Strongly Agree	Total	Mean	Decision
Institution	UDUS	0	0	13	2	15	3.13	Accepted
	UNN	0	0	5	18	23	3.78	Accepted
	UNIBEN	0	0	9	4	13	3.30	Accepted
	UNILAG	0	0	9	5	14	3.35	Accepted
	ATBU	0	0	4	10	14	3.71	Accepted
	FUTMINNA	0	0	1	7	8	3.87	Accepted
Libraries should provide quality services that will arouse the interest of library users								
Institution	UDUS	0	0	13	2	15	3.13	Accepted
	UNN	1	0	7	15	23	3.52	Accepted
	UNIBEN	0	0	6	7	13	3.53	Accepted
	UNILAG	0	0	12	2	14	3.14	Accepted
	ATBU	0	1	3	10	14	3.64	Accepted
	FUTMINNA	0	0	1	7	8	3.87	Accepted
Libraries Should Fix Affordable Service Charges to its Users								
Institution	UDUS	0	0	11	4	15	3.26	Accepted
	UNN	0	0	12	11	23	3.47	Accepted
	UNIBEN	0	0	1	12	13	3.92	Accepted
	UNILAG	0	2	3	9	14	3.50	Accepted
	ATBU	1	1	6	6	14	3.21	Accepted
	FUTMINNA	0	0	5	3	8	3.37	Accepted
Libraries Should Equipped its Staff with Marketing Skills								
Institution	UDUS	0	0	9	6	15	3.40	Accepted
	UNN	0	0	15	8	23	3.34	Accepted
	UNIBEN	0	1	6	6	13	3.38	Accepted
	UNILAG	0	0	6	8	14	3.57	Accepted
	ATBU	1	0	7	6	14	3.28	Accepted
	FUTMINNA	0	0	1	7	8	3.87	Accepted
Libraries should create room for user feedback to measure their satisfaction with the services rendered to them								
Institution	UDUS	0	1	8	6	15	3.33	Accepted
	UNN	1	0	6	16	23	3.60	Accepted
	UNIBEN	0	0	5	8	13	3.61	Accepted
	UNILAG	0	0	6	8	14	3.57	Accepted
	ATBU	0	0	8	6	14	3.42	Accepted
	FUTMINNA	0	0	3	5	8	3.62	Accepted

(2009) which found that fee-based library services have the potentials to help generate income for effective information provision in Nigerian libraries.

The findings however revealed that the University of Lagos agreed that written policy on fee-based electronic information services serves as guidelines for effective services delivery in Nigerian federal university libraries.

The findings further revealed that out of five (5) Nigerian federal university libraries selected (i.e. UDUS, UNN, UNIBEN, ATBU, and FUTMINNA), only UDUS libraries indicated having plans to

introduce fee-based electronic information services.

The University of Lagos library encountered challenges while rendering fee-based electronic information services. Poor planning, a lack of pricing policy, a negative perception of fee-based services by library users, and issues with accountability and remittance are among the challenges.

Finally, the study suggested a possible solution to the challenges that libraries face when implementing fee-based electronic information resources.

Conclusion

Based on the findings of the study, the researchers conclude that Nigerian federal university libraries have not yet implemented fee-based electronic information services to their full extent. Even though the University of Lagos library, as well as other Nigerian federal university libraries, has partially implemented the services as reviewed in the empirical studies, the services do not function as they should, despite their positive impact on effective service delivery, particularly in Nigerian university libraries where financial allocations are insufficient. However, both local and international scholars have published numerous articles on the benefits of library fee-based services.

Recommendation

Based on the findings of the study, the following recommendations are made:

1. Seminars and conferences should be organized to enlighten the stakeholders of Nigerian federal university libraries on the benefits of fee-based electronic information services for effective library service delivery.

2. Libraries should provide adequate planning and policy formulation for fee-based services.

3. The libraries should fix an affordable service charge for their users.

4. The libraries should create a room for user feedback to measure their satisfaction with the services rendered to them.

5. The libraries should appoint trustworthy staff to handle financial transactions for the fee-based services.

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