Information Impact

Staff Attitude and Service Delivery in University Libraries in Ogun State, Nigeria

[1]Abigail Ndukwe Oden
[1]Ruth Onajite Owolabi

[1]Department of Information Resources Management, Babcock University Ogun State, Nigeria

Abstract

Service delivery in the university library is aimed at meeting the information need of users who make up the university community in order to achieve the objective of promoting learning and research. Services delivery of university libraries in the aspect of tangibles and reliability will bring satisfaction to the recognised need of the users. Staff attitude goes a long in library service delivery influences the patronage of the library resources. This study adopted survey research design. The study population comprised 80,247 of library users in university libraries in Ogun State, Nigeria. Krejcie and Morgan (1970) method was used to determine the sample size of 1,513.Stratified random sampling technique was used to categorize the universities into three (federal, state and private). Purposive sampling was used to select the respondent from the different universities in Ogun State. Self-structured and validated questionnaire was the instrument for the study. The instrument's Cronbach's alpha coefficient ranged from 0.724 to 0.826. The collected data was analysed using descriptive statistics (frequency, percentages, mean and standard deviation) and regression analysis. The findings of the study showed that library staff delivered quality services in university libraries in Ogun state, Nigeria to a high extent lookingat the tangible (Mean = 3.23, SD = 0.77) and reliability (Mean = 3.20, SD = 0.82). The findings showed that respondents agreed that the staff attitude in university libraries in Ogun State, Nigeria was positive with mean ($\bar{x}$) = 2.89, SD = 0.93). The study further found out that the staff attitude had a significant influence on service delivery(R^2= 0.253, β= 0.503, t = 18.411, p<0.05). The study therefore concluded that staff attitude had a significant influence on service delivery in university libraries in Ogun State, Nigeria. The study recommends that university library board and administrators should employ qualified library staff with the right disposition that can evaluation and assessment users need regularly, be compassionate to users need and display right disposition in any condition to users in order to increase patronage.

Keywords

Introduction

Libraries play unique roles of ensuring availability and accessibility of information resources to its users. University libraries are service oriented as such service delivery of any library cannot be complete without professional librarians who ensure that required information are available and accessible by users who requires it to satisfy users information need. The management of library and its resources is a fundamental function of professional librarian. Libraries must acquire sufficient information resources for the staff to carry out their duties, and information resources represent a major source of knowledge for any existing library, that is why they are called knowledge repository. For this reason, libraries are required to acquire and properly manage information resources for effective and efficient service delivery.

Martins and Ledimo (2015) referred to service delivery as where, when and how a service product is delivered to the customer, whether fair or unfair. Service delivery in the context of this study can be referred to as the ability of a university library to provide the information need of users at the time of request in order to satisfy the expectation of users and improve their experience. Service delivery can also be seen as the ability of the university library to provide information need of patrons as required in a timely manner in order to satisfy the expectation of the users. The major focus of the university library is the intellectual life of the university community which is established for research, teaching, learning and community service which is the essence of establishing the library.

To foster services delivery to clients in the library, librarians should provide timely information services in the form of print and non-print materials to its users in a timely manner (Akpan, 2018). Therefore, service delivery within the academic library ensures the provision of total services in life-cycle activities offered within the library to its users. It is imperative for libraries to carefully explain their services for patrons to understand what to expect and what not to expect as they patronize the library. The attitude of the library staff speak much on the value accorded to service delivery of the library.

Staff attitude is the behaviour displayed by library personnel in responding to users need. Library staff attitude to its users in search of information resources to satisfy their information need prompts the users to patronise the library based on previous experience with the library staff. However, literature have revealed inadequate delivery of quality service to patrons within the libraries among Universities in Nigeria (Basil, Ruteyan & Eghwubare, 2016). Thus, the inadequate service quality can be attributed to poor power supply, lack of trained staff and negative attitude of library staff which has hindered the library from fully achieving maximum service delivery over the years with lack of updated information sources. Similarly, Vera and Vicki (2014) identified that lack of design of quality service delivery could be challenging in many university libraries in Nigeria.

Irrespective of nonchalant roles of some library staff contributing to bad service delivery in Nigerian university libraries, observation on the other hand equally show how staff attitude has aided quality service delivery in Nigerian university libraries. This is seen through the providence of information resource for improving quality of teaching, learning and research,while doing so in conformance with institutional goals. Achieving this fit requires effective leadership in the library. Popoola and Zaid (2007) maintain that effective delivery of services in the context of Nigerian university libraries has a functional relation with availability of resources. Thus, of utmost concern to Nigerian university library managers is the need to provide a variety of resources to users and to support institutional programmes. Service quality is focused on strategies, process and performance management systems, serving patrons to meet their immediate and future goals of any establishment (Onwubiko, 2019).

Nigerian academic libraries with innovative staff attitude have undergone changes in the last two decades and assumed new roles through introduction of information and communication technologies (ICT). This has no doubt necessitated the use of management techniques designed to increase efficiency in libraries. However, despite the low financial resource allocation as detailed in the NUC Needs Assessment, Nigerian academic libraries have embraced the need to establish systems to enhance internal communication, cooperation and collaboration with users. With this development, university libraries are required to engage in active collaboration with faculty members to ensure effective bibliographic instruction and skills as well as other information use (Egberongbe, 2020, Nkanu &Okon, 2010;Ifijeh 2011,Anya, 2013).Putting into consideration the fact that staff attitude can be positive or negative, it should be noted that despite the efforts put by the librarian in employing best set of workers, there seem to be few who still do not understand that library is service oriented as such do not render services like professionals; thus creating an atmosphere difficult for users to derive satisfaction in service delivery.

Statement of the Problem

Libraries are information house of the 21st century where knowledge is acquired by any academic and non-academic patron. It is also responsible for storing wealth of knowledge for the advancement of the mission of the parent organization in order to achieve academic excellence. For university libraries to perform optimally quality service delivery is expected by their users to achieve their information need, it is important to employ competent library staff with good attitude that will perform the task of safe-guarding library collection and ensures its availability and accessibility when required by users. However, Literature has revealed that this is not always the case as some library staff possesses some implicit attitude that hinders work and causes frustration, while retrieving library resources due to poor organization of information resources and poor cataloguing of collections due to inadequate staff training and negative attitude of library staff which has hindered the library from fully achieving maximum service delivery over the years (Basil, Ruteyan & Eghwubare, 2016). All these issues lead to poor service delivery. From the foregoing,

few studies have been carried out on staff attitude and service delivery of University libraries, especially when it comes to only libraries in Ogun State, Nigeria. It is based on the foregoing, that this present study seeks to investigate the influence of staff attitude on service delivery in University libraries in Ogun State, Nigeria.

Objective of the study

The specific objectives for the study are to:

1. find out the extent of service delivery by librarians in the University libraries in Ogun State, Nigeria

2. determine staff attitude in university libraries in Ogun State, Nigeria

3. examine the influence of staff attitude on service delivery in University Libraries in Ogun State, Nigeria

Research Questions

1. To what extent do library staff deliver quality services to users in University libraries in Ogun State, Nigeria?

2. What is the attitude of staff in University libraries in Ogun State, Nigeria?

Hypothesis

H_{01}: Staff attitude has no significant influence on service delivery in University Libraries in Ogun State, Nigeria

Literature Review

Service Delivery

According to Dollah (2012), service delivery involves the giving of assistance to a user who is searching for one form of information or the other within a particular library. Similarly, Aboyade (2013) defined library services as the sum total of every library activities which is aimed at providing the use of the library and its resources. Olanlokun (2013) asserted that service delivery is the effort a librarian puts in place within and outside available resources to facilitate result towards every users' query and meeting their overall information needs of the users.It was identified that user education services, inter-library loan services, abstracting services, cataloguing services, reprographic services, bibliographic services, circulation services, reference services and information services are some of the services delivered in university libraries (Olanlokun, 2013).

The study employed ServQual Theory (service quality) by Parasuraman, Berry, and Zeithaml in 1985. Service quality is the measure of how well the service level delivered matches customer expectations. Delivering quality service means conforming to customer expectations on a consistent basis (Parasuraman, Berry, & Zeithaml, 1985). The SERVQUAL model is relevant to the study in that it emphasizes on the quality library service delivery especially as it relate to users' satisfaction with the human and non-human resources present in the library. Two of the five indicators of

ServQual theory will be used in this study which are tangible and reliability. Tangibles – this deals with physical facilities, equipment, staff appearance, information resources and other facilities that are present in the library. Reliability –this involves been able to carry out service dependably and accurately.

Staff Attitude

Velnampy (2008) defined Attitudes as the feelings and beliefs that largely determine the perception of employees about their environment, commit themselves to intended actions, and ultimately act as accordingly as expected. This idea is further supported by Adesina (2013) who postulated that attitudes are acquired through learning and can be changed through proper orientation. And that attitudes once built would help to shape the experience an individual encounter with objects, subjects or persons. From an individual perspective, attitudes varies, the reasons for such variation in individual's attitude may be connected to the fact that they have different upbringing, experience, education, skill, level of exposure, government policies, organizational policies and others. It can be said that people's attitudes are dynamic and constantly changing, thus new attitudes are formed and old ones are modified when an individual or group of individuals are exposed to new experiences and ideas (Adesina, 2013).

Abubakar (2013) further states that attitudes exhibited by people can be categorized into two major headings such as explicit and implicit. The explicit means characters of attitudes that are formed and the implicit which are the behaviours or pattern of attitudes registered in our subconscious minds, and that this attitude affects people's behaviour or reactions to issues in different ways.When it comes to the role of users towards the utilization of library resources due to their attitude, Rocio (2016) reported that if at all a library is to achieve its proper role within the system, there must be progressive connection between it and the users it was created to serve. This could be true when we consider the fact that communication is meant to influence which is directly linked to the library in the areas of providing important information and different communication channels for disseminating broader information to a larger audience.

Staff attitudes can be found to be different from one person to the other. This attitude variation is based on different factors such as their upbringing, experience, education, skill, level of exposure, government policies, organizational policies, environment and others. Abubakar (2013) further stated that all attitudes exhibited by people can be categorized into two major headings namely explicit and implicit attitudes. The study would consider staff engagement as a measure of staff attitude. Staff engagement deals with librarians' attitude towards providing quality services to users especially as it deals with relating and providing promptly information resources to satisfy users need. Staff engagement is the extent to which librarians feel passionate about their job, the commitment to the library development and the discretion applied in carrying out task. It can be said that people's attitudes are dynamic and constantly changing, thus new attitudes are formed and

old ones are modified when an individual or group of individuals are exposed to new information and experiences (Velnampy, 2008).

Otieno, Otike and Rotich (2015) carried a study on the effect of library staff attitude to work on the use of information services in public university libraries in Kenya.Findings from the study revealed that library users need information continuously regardless of its availability; the library users require library staff with the right attitude to provide information services without any discrimination; most of the books required for class work were limited against a steady growing student population and shrinking budget. Aiyebelehin, Ekpoma1 and Okpetu (2017) in a study carried out on the survey of Attitude towards ICTS and Use of ICTS for Service Delivery by Librarians in University Libraries in Edo State. Result from the study showed that some librarians mostly used computers (100%), Telephone (97%) and Printers (85.7%), the use of ICTs to assist researchers while 100% of them use ICTs in answering user queries. Also, the librarians were seen with positive attitude towards ICTs use. This is closely related to the fact that the respondents generally refused the negative attitude scale while they completely accepted the positive attitude scale.

Ekong and Men (2017) researched on staff attitude and staff academic profile as factors influencing the use of two special Libraries in Abuja, Nigeria. Findings revealed from the study that staff attitude and academic profile influence library service delivery and usage. Also, library users make use of the special library mostly for reference and research purpose. Efe and Lucky (2019) on the Attitude of Professional Librarians towards the Use of Information and Communication Technology (ICT) In Delta State University Library. Findings of the study revealed that professional librarians do accept and appreciate the relevance of ICT as a tool to enhance work performance. ICT as a tool is required to transform the library in all sphere of academic provision of resources for user's consumption. However, some challenges were identified that hinders the positive attitude of librarians towards using ICT to deliver quality services to patrons were declining financial resources, inadequate ICT facilities and incessant innovations in ICT. Then Attitude-behaviour Model for (staff attitude)by Ajzen and Fishbein during 1977 (Ajzen&Fishbein, 1977). The model opined that the attitudinal and behavioural entities that makes up individuals' experience consist of four different elements namely (1) the action, (2) the target at which the action is directed, (3) the context in which the action is performed, and (4) the time at which the action is performed. The model of attitude-behaviour is relevant to the present study in that library staff attitude is largely dependent on their feelings at that time in that the relationship and communication of the staff with users is key especially when it deals with how library staff engage users in service delivery.

Methodology

The study adopted survey research design.The population for this study comprised 80,247 library users in 6 university libraries in Ogun State, Nigeria. The population of students according to university's registry can be found in Table 3.1.

Table: 3.1: Population of the Study

S/N	List of Universities	Population
1	Federal University of Agriculture, Abeokuta	15,807
2	Tai Solarin University of Education Ijebu-Ode	17,809
3	OlabisiOnabanjo University Ago-Iwoye	26,999
4	Babcock University Ilishan-Remo	9,405
5	Bells University of Technology Sango Otta	2,559
6	Covenant University Sango Otta	7,668
	Total Student Population	**80,247**

Source: The Universities' Registry in Ogun State, Nigeria (2021)

The sample size of 1513 was derived from Krejcie and Morgan (1970) sample size determination table at 0.025 margin of error and 95.0% confidence level from users in university libraries in Ogun State, Nigeria. A stratified random sampling technique was used in selecting users' based on the three (3) categories of universities in Ogun State which are that federal, private and state universities. Criteria for the selection include selection of universities in all the 3 categories, and selection of institution with more than 2000 students' population. Any university with students' population less than 2000 was not considered fit for the study as such only 6 universities in the state was considered relevant to participate in this study. A purposive sampling was used to select 1.89% of the respondent from each institution to participate in the study.

Table: 3.2: Sample Size Table of UndergraduateStudents from Universities in Ogun State.

S/N	List of Universities	Population	Sample Size
1	Federal University of Agriculture, Abeokuta	15,807	298
2	Tai Solarin University of Education Ijebu-Ode	17,809	336
3	OlabisiOnabanjo University Ago-Iwoye	26,999	510
4	Babcock University Ilishan-Remo	9,405	177
5	Bells University of Technology Otta	2,559	48
6	Covenant University	7,668	144
	Total Student Population	**80,247**	**1513**

Source: The Universities' Registry in Ogun State, Nigeria (2021)

The instrument for the study was self-structured and validated questionnaire.The computed Cronbach's alpha value for the constructs are as follows: $\alpha = 0.724$ (Section A = Service Delivery), and $\alpha = 0.826$ (Section B = Staff Attitude towards Service Delivery). The data collected were analysed using descriptive statistics such as frequency distribution, percentages, mean and standard deviation for the research questions, and regression analysis for the hypotheses.

Data Analysis

Research Question One: To what extent do library staff deliver quality services to users in University libraries in Ogun State, Nigeria?

Table 4.2.1 Extent to which Library Staff Deliver Quality Services to Users

	VHE Freq. (%)	HE Freq. (%)	LE Freq. (%)	NE Freq. (%)	Mean ($\bar{x}$)	Standard Deviation (SD)
Tangibles (Mean = 3.23, SD = 0.77)						
My library reading space is neatly arranged and conducive to a ..	624 (62.2)	340 (33.9)	29 (2.9)	10 (1.0)	3.57	0.60
My library resources is well organised in the different sections of the library to a …	410 (40.9)	478(47.7)	109 (10.9)	6 (0.6)	3.29	0.68
The lighting of my library is superb at the reading area to a …	430 (42.9)	414 (41.3)	132 (13.2)	27 (2.7)	3.24	0.78
The library staff make provision for print and non-print resources in all the sections of the library	375 (37.5)	410 (40.9)	178 (17.7)	40 (4.0)	3.12	0.84
All the equipment like computer and tablet present in my library are functional to a …	382 (38.1)	393 (39.2)	184 (18.3)	44 (4.4)	3.11	0.85
The books, journals and reference materials in my library are current to a…	324 (32.4)	448 (44.7)	160 (16)	71 (7.1)	3.02	0.88
Reliability (Mean = 3.20, SD = 0.82): My Librarian/library staff						
Regards timeliness as paramount in library service delivery to a…	496 (49.5)	397 (39.6)	69 (6.9)	41 (4.1)	3.34	0.78
Keep correct records of all the books borrowed and returned by the users to a …	489 (48.8)	363 (36.2)	102 (10.2)	49 (4.9)	3.29	0.84
Provides equal access to information users without discrimination to a …	388 (38.7)	511 (50.9)	59 (5.9)	45 (4.5)	3.24	0.75
Provides dependable services in reference, circulations, serials, ICT and reprographic section to its user's to a …	365 (36.4)	445 (44.4)	128 (12.8)	65 (6.5)	3.11	0.86
Ensures speedy connectivity to the internet as well as online resources to a …	310 (30.9)	456 (45.5)	172 (17.1)	65 (6.5)	3.01	0.86
Average Overall Mean					**3.21**	**0.79**

Source: Field Survey 2021
KEY: VHE=Very High Extent, HE= High Extent, LE=Low Extent, NE=No Extent
***Decision Rule if mean is 1 to 1.74=Very Low Extent; 1.75 to 2.49 = Low Extent; 2.5 to 3.49 =High Extent; 3.5 to 4= Very High Extent

Table 4.2.1 shows that library staff delivered quality services to users in university libraries in Ogun State, Nigeria to a high extent ($\bar{x}$=3.21). Library staff specifically delivered quality services to users in university libraries to a high extent in Ogun State in terms of: tangibles ($\bar{x}$=3.23) and reliability

($\bar{x}$=3.20). This implies that library staff deliver quality services to users in university libraries in Ogun State more in terms of tangibles and reliability looking at the library reading space arrangement ($\bar{x}$=3.57) organised library resource in the different sections of the library with mean $\bar{x}$= 3.29), and lighting of the reading space to be $\bar{x}$=3.24. The books, journals and reference sources were not considered very current based on the study findings with mean value $\bar{x}$=3.02.This implies that university libraries in Ogun State contain books and reference sources that are not current therefore, there should be regular weeding of library and assessment of the library resources in order to provide quality services for users.

Research Question Two: What is the attitude of staff in University libraries in Ogun State, Nigeria?

Table 4.2.2 **Attitude of Staff in University Libraries**

Library staff...	SA Freq. (%)	A Freq. (%)	D Freq. (%)	SD Freq. (%)	Mean ($\bar{x}$)	Standard Deviation (SD)
Communicate effectively to users in circulation of available resources in the library	373 (37.2)	511 (50.9)	58 (5.8)	61 (6.1)	3.19	0.80
Encourage users patronize the library more when they approach users politely	232 (23.1)	573 (57.1)	122 (12.2)	76 (7.6)	2.96	0.81
Reflects professionalism in their approach to service delivery in circulation, reference technical and user education	290 (28.9)	470 (46.9)	116 (11.6)	127 (12.7)	2.92	0.95
Are always relaxed while attending to users at the circulation and reference section	252 (25.1)	450 (44.9)	197 (19.6)	104 (10.4)	2.85	0.92
Display the right disposition under any condition to users in need of information	272 (27.1)	440 (43.9)	145 (14.5)	146 (14.6)	2.84	0.99
Ensures every users satisfaction in their visit to the library	239 (23.8)	465 (46.4)	165 (16.5)	134 (13.4)	2.81	0.95
Are compassionate in assisting users identify the right information sources available to satisfy users information need	260 (25.9)	422 (42.1)	172 (17.1)	149 (14.9)	2.79	0.99
Participate in regular evaluation of users need in order to know the best fit service	274 (27.3)	377 (37.6)	168 (16.7)	184 (18.3)	2.74	1.05
Average Overall Mean					**2.89**	**0.93**

Source: Field Survey 2021
KEY: SA=Strongly Agree, A= Agree, D=Disagree, SD=Strongly Disagree*Decision Rule if mean is 1 to 1.74=Strongly Disagree; 1.75 to 2.49 = Disagree; 2.5 to 3.49 =Agree; 3.5 to 4= Strongly Agree**

Table 4.2.2 depicts that respondents generally agreed that staff in university libraries in Ogun State had a positive attitude ($\bar{x}$=2.89). Participants specifically agreed that library staff had positive attitude in the following ways: they communicated effectively with users in circulation of available resources in the library ($\bar{x}$=3.19), encouraged users to patronize the library more when they approached users politely ($\bar{x}$=2.96), reflected professionalism in their approach to service delivery in circulation, reference technical and user education ($\bar{x}$=2.92), were always relaxed while attending to users at the circulation and reference section ($\bar{x}$=2.85), displayed the right disposition under any condition to users in need of information ($\bar{x}$=2.84) and participated in regular evaluation of users' need in order to know the best fit service($\bar{x}$=2.74). This analysis shows that library staff had positive attitude in terms of: communicating effectively with users in circulation of available resources in the library, encouraging users to patronize the library more politely, reflecting professionalism in their approach to service delivery in circulation, reference technical and user education, being always relaxed while attending to users at the circulation and reference section, displaying the right disposition under any condition to users in need of information and participating in regular evaluation of users' need in order to know the best fit service.

Test of Hypotheses

H_{01}:Staff attitude has no significant influence on service delivery in University Libraries in Ogun State, Nigeria

Table 4.3.1 Influence of Staff Attitude on Service Delivery in University Libraries

Variables	B	Std. Error	Beta (β)	T	p	R^2
(Constant)	43.660	1.068		40.866	0.000	0.253
Staff Attitude	0.836	0.045	0.503	18.411	0.000	
Dependent Variable: Service Delivery						

Source: Field Survey 2021, *Note: significant at 0.05*

Table 4.3.1 indicates that staff attitude has a significant influence on service delivery in university libraries in Ogun State, Nigeria (R^2= 0.253, β= 0.503, t = 18.411, p<0.05). The model shows that staff attitude could explain 25.3% variation (R^2= 0.253) in service delivery in university libraries in Ogun State. Therefore, the null hypothesis which states that staff attitude has no significant influence on service delivery in university libraries in Ogun State, Nigeria was rejected. The model further shows that staff attitude has a moderate positive (r(1003) = 0.503, p<0.05) significant influence on service delivery. This suggests that improvement in staff's attitude in university libraries in Ogun State would enhance service delivery; while worse staff's attitude in university libraries in Ogun State would lead to poorer service delivery. The implication of this analysis is that staff attitude should be enhanced as an avenue to improving university library's service delivery in Ogun State.

Discussion of Findings

Library staff were found to have delivered quality services to users in university libraries in Ogun State, Nigeria to a high extent. They did this more in terms of tangibles and reliability; while

responsiveness and assurance were slightly lower. Kithome (2010) discovered that service quality accounts for 73.9% of library user satisfaction in Kenyan universities, while reliability dimension contributes most towards user satisfaction and empathy dimension contributes the least. This study found that library staff in university libraries in Ogun State had positive attitude in terms of: communicating effectively with users in circulation about available resources in the library, encouraging users to patronize the library politely, reflecting professionalism in their approach to service delivery in circulation, reference technical and user education, being always relaxed while attending to users at the circulation and reference section, displaying the right disposition under any condition to users in need of information and participating in regular evaluation of users' need in order to know the best fit service. Similarly, Otieno, Otike and Rotich (2015) discovered that library users require library staff with the right attitude to provide information services without any discrimination. Aiyebelehin, Ekpoma and Okpetu (2017) also found that librarians had positive attitude towards the use of ICTs in the library. This positive attitude was corroborated by library users' positive rating of librarians' attitude in the delivery of library services. Peter (2018) also discovered that users viewed the library positively and it directly affected their library use. Consequently, Manjunatha (2014) also found that library users were open to multiple sources of information and expect quality material within shortest possible time irrespective of the format of information.

This study reported that staff attitude has a significant influence on service delivery in university libraries in Ogun State, Nigeria (R^2= 0.253, β= 0.503, t = 18.411, $p<0.05$). The model shows that staff attitude could explain 25.3% variation (R^2= 0.253) in service delivery in university libraries in Ogun State. In addition, staff attitude has a moderate positive (r(1003) = 0.503, $p<0.05$) significant influence on service delivery. This suggests that improvement in staff's attitude in university libraries in Ogun State would enhance service delivery; while worse staff's attitude in university libraries in Ogun State would lead to poorer service delivery. The implication of this is that staff attitude should be enhanced as an avenue to improving university library's service delivery in Ogun State.

Conclusion

The study found that Library staff delivered quality services to users in university libraries in Ogun State, Nigeria to a high extent more in terms of tangibles and reliability. The study equally revealed that library staff had positive attitude in terms of: communicating effectively with users in circulation about available resources in the library, encouraging users to patronize the library more politely, reflecting professionalism in their approach to service delivery in circulation, reference technical and user education, being always relaxed while attending to users at the circulation and reference section, displaying the right disposition under any condition to users in need of information and participating in regular evaluation of users' need in order to know the best fit service. It discovered as well that staff attitude has a significant influence on service delivery in

university libraries in Ogun State, Nigeria. The study therefore concluded that staff attitude has significant influence on service delivery in university libraries in Ogun State, Nigeria.

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