INFLUENCE OF WORK ETHICS ON SERVICE DELIVERY BY LIBRARY PERSONNEL IN FEDERAL UNIVERSITIES IN SOUTH WEST NIGERIA

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Abstract

Work ethics exerts effective service delivery, creates a great influence on library employees; hence enhance individual employee service delivery. This paper examined the influence of work ethics on service delivery by library personnel in federal universities in south west Nigeria. The descriptive survey research design of correlational type was adopted for the study. The population of the study consisted of 218 library personnel in all 6 federal university libraries in the South-west geo-political zone of Nigeria. Due to the small size of the population, total enumeration sampling method was used for study. A self-designed instrument was used for measuring the work ethic and service delivery of 218 library personnel federal university libraries in the South-west geo-political zone of Nigeria, information was collected and analysed, and the result revealed that work ethics have a significant influence on service delivery by library personnel in federal universities in Southwest, Nigeria. The findings indicated that (r=0.261; P< 0.05) work ethics influence service delivery of library personnel in federal universities in South-west, Nigeria. The finding of the study alludes that there was practical level of conformity with work ethics by library personnel in federal universities in south-west Nigeria. The study recommended that library management should make effort and put in place adequate resources, periodically train their personnel, enforce workable standard ethics to enhance effective and efficient services delivery

Key words: Work Ethics, Service Delivery, Library Personnel, Influence, Federal Universities-Nigeria

Introduction

Academic libraries are tied to the programmes and goals of the parent bodies thus the library services offered cut across all faculties, departments and programmes in the institution, hence they serve users so as to improve their academic activities in the new knowledge age. Library reach a goal when services offered satisfied the needs, aspiration and expectation of its users. These services include current awareness service, reference services, lending services, user education service, indexing and abstracting service, literature search, public relation services, interlibrary loan, selective dissemination of information and computer/reprographic service. Academic libraries have been recognised as the heart of the university where informational resources and services are accessed. Libraries are established to hold up the parent institution to realize the vision and mission goal and the educational objectives of the institutions. The libraries had to extend and preserve more exciting information resources services in its easiest, best ever and wide-ranging method (Ojohwoh, 2015).

The librarians understand the needs of the users to be able to provide information and focus on what the patrons would like and how to deliver this rather than training the users to what the

library offers. It is therefore noted as part of university rules and regulations for the adoption of a basic work ethics which the staff adherent to if a perfect library services is to be delivered to its users. The university system inculcates a proper frame work for good work ethics and values as part of the organizational culture if the library must prevail in meeting the information needs of the users. Library services delivery are the segment of library work which is unswervingly concerned with renderings assistance to users in securing information materials and the library resources for study, research as well as teaching. It is indeed the communication of all library activities aimed at facilitating the use of library and library information resources for home usage (Adeyemi 2015). Library service delivery is predisposed by a number of work ethics such as initiative, sense of responsibility, dress code, quality of service, team work etc.

Work ethics is the cultural norm that places a positive moral value on doing a good job and is based on a belief that work has intrinsic value for its own sake. It is the accepted standards in terms of personal and social welfare of employee, their work attitudes, self-discipline and commitment to their assignments. It is the principle of conduct governing individual or group of individual in the workplace, which makes them conform to the ethical standards thus influencing organisational output level and the resultant profitability level (Velasquaez, 2002 and Cascio, 2013). In specific terms, work ethics is about what is morally correct, honourable and acceptable to the larger majority of the people of an organisation, society or group. It is also the rules of conduct that have become a set of norms of the society, group or organisation. Work ethics regulate what an employee would do in different situations in the organisation. This habit of following good work ethics is intrinsic.

A good work ethics has tremendous advantages on library personnel and library as whole thus taking the organization to a greater height which include minimization of errors, coping with work complexity, enhancement of job satisfaction, establishment of personal reputation and many more. Work ethics can either be strong or weak with deportment on service delivery thus to attain excellent service delivery, therefore it is imperative for library personnel and library to promote good practice in the world of work. Library personnel need to develop a strong work ethics to impact and motivate the users to patronise the services. The level of attitude, professionalism, self-confidence, honesty, integrity display by the personnel in course of discharging services will make users happy and willing to return next time (Osibanjo, Akinbode, Falola & Oludayo 2015; Adeyemi, 2015 and Prytech, 2015).

Statement of problem

The central purpose of libraries is to provide services, that is, access to information resources. Many services are made available for users to aid their academic performance. It has been closely observed that despite all the services made available for users, library personnel attitude, improper dressing code manner, un-dedication, un-initiative among others discourage users from coming to library to access the services. Library personnel seem to have weak and low compliance with work ethics in the course of discharging those services. According to Phillips, Oyewole and Akinbo (2018) librarians and para-professional work ethics is perceived to be adverse to effective discharge of services that could stimulate users to the library thus perceived weak and low compliance with work ethics can negatively affect service delivery which will yield low performance in the university libraries. Based on the aforementioned, the study was carried out to look into the influence of work ethics on service delivery by library personnel in federal universities in south west Nigeria.

Objectives of the study
The study aims to;
1. ascertain the rate of library services offered by the library personnel in federal universities in southwest Nigeria.
2. determine the level of compliance of library personnel with work ethics in federal universities in southwest Nigeria.
3. determine composite relative influence of work ethics on services delivery by library personnel in federal universities in southwest Nigeria.

Research Hypothesis
   HO_1:There is no significant influence of works ethics on service delivery

Literature Review
    The services of the library will be effectively delivered to the users when the library is situated in a good and standard academic work environment also library personnel working under a good conducive environment will discharge library services to the users with upmost love and good attitude. According Sexty, (2011) ethics set standard as to what is good and right in human interaction, organizational conduct and decision making, functioning as standards or yardstick for assessing the integrity of individual conduct towards others in an organization. Ethics are basically behaviours, how employees act in ways that meet the standards set by values, they are codes of values and principles that govern employees action individually, or a group of people in discerning what is right from what is wrong. It deals with internal values of organisational culture and shapes decisions concerning social responsibility with respect to the external environment.

    Work ethics is the behaviour that an organisation adheres to in its routine dealings with its stakeholders thereby infuse professional training and continuing professional development and institutional approaches to employees within organizational settings focusing on effective service delivery. Work ethic is a multidimensional construct characterized by a set of beliefs and attitudes reflecting the fundamental value of work and work-related activity in line with the concept of work values and mostly refers to attitudes and beliefs. Work ethic is dynamic for organisations due to its potential to increase long-term efficiency, though not a single unitary construct but an arrangement of attitudes and beliefs pertaining to work behaviour. Policies, rules and value statement form the basis of a code of ethical conduct that is acceptable in an organisation, Ethics are based on three basic principles; utilitarian principle, individual right, and justice. This principle must be a set of norms and values that affect library personnel behaviour in area of users' satisfaction and effective service delivery.

    Service delivery and garnering knowledge to the people society and all stakeholders is the sine qua non of librarianship. Library exist to provide services to its users and develop techniques and facilities for reaching out to the vast number of people whose information and recreation needs would otherwise remain unmet. Service delivery has to do with how best to provide services to those who need them, it encompasses of both efficiency and effectiveness. According to Rubin (2016) library personnel are conscientious agents to the society and all stakeholders, with professional values and ethics that provide a structure for conduct, policies, and services, and to a large extent the values and ethics that library personnel hold in everyday life as people. For library personnel, service delivery wheel on seven critical values which are services, truth and the search for truth, reading and the book, tolerance, the public good, justice,

aesthetics, and tested and endured overtime. Ethical behaviour for library personnel also includes some key principles such as honesty, integrity, fairness, and concern for others, uprightness, rectitude, probity and virtuous conduct. In providing effective service delivery, library personnel must exhibit resourcefulness and innovativeness.

Library personnel must keep abreast and strictly adhere to work ethics to continue to make contributions and provide effective service delivery. Library personnel are concern with users who need varied information resources to impact enhance their lives and community. Work ethics for library personnel has become a familiar term. Library personnel must have exhibit a high sense of responsibility, veracity, control, value, and team work to effective service delivery. Ball and Oppenheim (2005) emphasised that work ethic is a professional code that includes the need to care for the public, responsibility to employer and the profession, and articulation call for service orientation. Librarianship survives on ethics which the personnel must observe in their cause of interaction with the library users and other stakeholders. Work ethics modifies the intendancy and behaviour of any professional and serves as a tool for ensuring service are adequately and effectively delivered, thus organizations guaranteed that appropriate work ethics code that imbibe integrity standard, professionalism, and adhered hugger-mugger in an organization. Employees with ethical orientation are boons to their professions and organizations, and thus increase effectiveness, employee valuable attitudes, and numerous affirmative work responses (Dess et al., 2010 and Wainaina et al. 2015).

Luo (2014) recognized five ethical dilemma usually observed by library personnel as intellectual freedom and censorship, copyright, confidentiality and privacy, conflict of interest and equal access to information resources and service, others ethical dilemmas include revealing classified information, accepting gratifications, influence peddling, moonlighting and as confronted by librarians, while CILIP (2014) opined that librarians should be concern about the public good in all professional matters, press on equal opportunities and individual rights; ensured good reputation, provide access to information, ideas and work of the imagination provide service within available resources, treat all information users equally, respect and give value to information or information users, avoid partiality and bias in the profession.

Mbofung and Popoola (2014) showed that librarians were responsive of the work ethics values that relate to guiding their profession, though some librarians feign ignorant of the ethical issues in information service delivery. Matingwina (2015) highlighted precision of information provided, safety of intellectual property, safeguard of personal privacy and confidentiality, evenhanded access to library materials as major ethical issues. Transparency, integrity and professionalism, conflict of interest among others as the practices and behaviours that compromise work ethics and this continuously lead to dearth of track for integrity and declining level of professionalism among library personnel, it also declines competence and performance; and increases lack of even-handedness. To curb this, libraries must engage in a system measurement to encourage work ethics, stewardship, integrity, intelligibility and professionalism Work ethics is the principles that must be acceptable to all stakeholders of an organization. Work ethics has considerable effect on the activities, service delivery and outcomes achieved in libraries, the observation and realization of the ethical principles will no doubt decrease prejudice, discontentment, and can increase organizational confidence, and commitment. Thus, library personnel must be obliged to grasp the work ethics more than ever and act in accordance with the expectation of library management to avoid negativity on service delivery which can as well resulted to displeasure of library users (Zadeh, et al., 2016)

Belcher (2012) emphasised that disciplined employees are an indication of commitment worthwhile and they most likely demonstrates good work practices, thus work ethics become more attainable, and this signify that work ethics will ascertain the strain of deeds and practices that are in line with the organisational objectives and direction, hence effective service delivery. Work ethics has tremendous advantages probably beyond question to the organisation and individual employee. Organisation fails when the employees failed to generate the enviable results. Some organisations failed due to incidence of poor work ethics while others succeeded as a result of good work ethics. Consequently, accrued benefits to good work ethic bring into being a great personal reputation and make such employee a role model to colleagues.

Methodology

The descriptive survey research design of correlational type was adopted for the study. The population of the study consisted of 218 library personnel in all 6 federal university libraries in the South-west geo-political zone of Nigeria. Due to the small size of the population, total enumeration sampling method was used for study. The total number of library personnel is two hundred and eighteen (218) library personnel; one hundred and twenty-one (121) librarians and ninety-seven (97) para-professionals or library officers. A self-developed and pretested questionnaire was developed and validity of the instruments was ascertained by other five experts in the University of Ibadan, Nigeria. To measure the reliability of the instrument, the researcher pre-tested thirty (30) copies of the questionnaire at the University of Ilorin, Ilorin. The Cronbach- alpha method was used to determine reliability co-efficient of the instrument. The co-efficient alpha scale on the questionnaire was measured as the follows: Section B: library service delivery ($\alpha = 0.79$); Section C: work ethics ($\alpha = 0.72$). The questionnaire was administered to the respondents in the selected institutions. Data collected was collated and analysed. Descriptive and inferential statistics such as simple percentage, frequency count, mean scores and standard deviation were used for the research questions.

Results and Discusion
Table 1: Showing Respondents' Socio-Demographic Characteristics

Socio-Demographic Characteristics	Categories	Frequencies (n=176)	Percentages
Age	20-30years	14	8.0
	31-40years	51	29.0
	41-50years	81	46.0
	51-60years	23	13.1
	61-70years	7	4.0
Gender	Male	97	55.1
	Female	89	44.9
Educational qualification	PhD	7	4.0
	Master	83	47.2
	BSc/BA/BLIS/BEd	52	29.5
	Diploma	34	19.3
Job status	Librarian	91	51.7
	Library Officer	85	48.3
Work experience in library	1-5 years	28	15.9
	6-10 years	57	32.3
	11-15 years	39	22.3
	16-20 years	18	10.2
	21-25 years	14	8.0
	26-30 years	11	6.2
	Above 30 years	9	5.1
Marital Status	Single	27	15.3
	Married	118	67.1
	Widowed	12	6.8
	Divorced	19	10.8

Source: Field Survey (2021)

Data revealed that 41-50 age bracket with population of 81(46.0%) has the highest number of respondents, followed by 31- 40 age bracket with population of 51(29.0%) and only 7(4.0%) respondents were found in the age range 61-70. The result shows that 97(55.1%) are male while female constituted 89(44.9%). This result implied that there is a relatively balanced gender distribution as the marginal difference in gender was not much. The result showed that 83(47.2%) which constituted the majority had master degree, 52(29.5%) had first degree while only 7(4.0) had PhD. These findings indicate that university libraries in South-west, Nigeria were full of highly qualified personnel to carry out library and information services expected of them. The table reveals that 91(51.7%) of the respondents were librarians while the remaining 85(48.3%) were library officers. In terms of years of library work 28(15.9%) had below 5 years of experience, 57(32.3%) had between 6-10 years, 39(22.3%) had between 11-15 years of experience, 18(10.2%) had between 16-20 years of experience and only 9(5.1%) of the library

staff in the study had experience spanning above 30 years. This suggests that the participants in the study were quite experience enough in terms of services delivery in library and information settings.

Table 2: Rate of service delivery of library personnel in south west universities

S/N	Library Services	VHD		HD		M		L		N		Mean	Std. Dev
		N	%	N	%	N	%	N	%	N	%		
1.	Current awareness services	70	39.8	42	23.9	29	16.5	29	16.5	6	3.4	3.59	1.056
2.	Indexing and abstracting	6	3.4	17	9.7	65	36.9	48	27.3	40	22.7	2.86	1.051
3.	Internet services	78	44.3	53	30.1	11	6.3	29	16.5	5	2.8	4.03	1.235
4.	Manual/electronic document delivery	52	29.5	47	26.7	41	23.3		13.6		6.8	3.34	1.045
5.	Inter library loan	35	19.9	24	13.6	59	33.5	23	13.1	35	19.9	3.17	1.410
6.	Provision of digitised resources	40	22.7	54	30.7	12	6.8	47	26.7	23	13.1	2.68	1.050
7.	Referral services	35	19.9	47	26.7	53	30.1	11	6.3	30	17.0	3.52	1.156
8.	Selective dissemination of information	23	13.1	65	36.9	35	19.9	12	6.8	41	23.3	3.57	1.207
9.	Compilation of bibliographies	24	13.6	24	13.6	47	26.7	46	26.1	35	19.9	2.02	1.296
10.	Literature search	47	26.7	30	17.0	53	30.1	35	19.9	11	6.3	3.79	1.409
11.	Manual reference services	77	43.8	30	17.0	40	22.7	17	9.7	12	6.8	4.04	1.420
12.	Exhibition and display	40	22.7	84	47.7	23	13.1	23	13.1	6	3.4	2.53	1.134
13.	Online reference services	30	17.0	12	6.8	77	43.8	17	9.7	40	22.7	3.61	1.381
14.	Provision of inter-resources through consortium	9	5.1	18	10.2	17	9.7	83	47.2	15	8.5	2.67	1.280
15.	Multimedia service	18	10.2	52	29.5	76	43.2	12	6.8	18	10.2	3.32	1.020
16.	Library orientation	64	36.4	18	10.2	52	29.5	30	17.0	12	6.8	3.72	1.249
17.	Library instruction	35	19.9	65	36.9	41	23.3	23	13.1	12	6.8	3.44	1.227
18.	Readers advisory services	24	13.6	30	17.0	45	25.6	30	17.0	47	26.7	2.86	1.364
19.	Photocopying/reprographic services	89	50.6	12	6.8	36	20.5	34	19.3	5	2.8	4.07	1.202
20.	Bindery services	41	23.3	23	13.1	65	36.9	12	6.8	35	19.9	3.64	1.244
21.	Reservation of document	12	6.8	64	36.4	30	17.0	52	29.5	12	6.8	3.11	1.280
22.	OPAC	41	23.3	54	30.7	51	29.0	12	6.8	18	10.2	3.38	1.232
	Overall mean	72.96				Standard Deviation						26.948	

Source: Field Survey (2021)

A cursory look at the table 2 suggests that in respect of level of service delivery by library personnel, services on the least level are multimedia service (X=3.32, StD=1.020) followed by manual/electronic document delivery(X=3.34, StD=1.045) provision of digitised resources (X=2.68, SD=1.050) and Indexing and abstracting (X=2.86, StD=1.051) while the Online reference services (X=3.61, StD=1.381, Literature search (X=3.79, StD=1.409) Inter library loan (X=3.17, StD=1.410) manual reference services (X=4.04, StD=1.420). Other library services are found to be almost equally on the same level.

Table 3 Level of compliance of library personnel with work ethics

S/N	Work Ethics	SA		A		D		SD		Mean	Std. D.
	Initiatives	N	%	N	%	N	%	N	%		
1	I take decisions on my own without my superior's supervision	35	19.9	68	38.6	43	24.4	30	17.0	2.205	0.987
2	I can effect right decisions personally at work	54	30.7	64	36.4	29	16.5	29	16.5	2.852	0.932
3	I always carry out given responsibility without additional instructions or guidance at work	41	23.3	65	36.9	33	19.9	35	19.9	2.261	0.862
	Sub total									7.318	2.781
	Accountability	N	%	N	%	N	%	N	%	**Mean**	**Std. D.**
4	I take responsibility for every of my actions at work	41	23.3	71	40.3	29	16.5	35	19.9	2.176	0.937
5	I am always answerable to all the outcomes of my decision at work	42	23.9	77	43.8	41	23.3	16	9.1	3.097	0.936
6	I give adequate report for all my given assignment at work	36	20.5	89	50.6	34	19.3	17	9.6	2.875	0.797
	Sub total									8.148	2.670
	Dress code	N	%	N	%	N	%	N	%	**Mean**	**Std. D.**
7	I dress formally to work	59	33.5	94	53.4	12	6.8	11	6.3	3.641	0.813
8	I avoid overdressing to work	47	26.7	70	39.8	35	19.9	24	13.6	3.176	0.937
9	I avoid immoral dressing to work	71	40.3	48	27.3	40	22.7	17	9.7	3.097	0.936
	Sub total									9.914	2.686
	Sense of responsibility	N	%	N	%	N	%	N	%	**Mean**	**Std. D.**
10	I always have at the back of my mind to regularly carry out my assigned duties	18	10.2	69	39.2	72	40.9	17	9.7	2.875	0.797
11	I take my job or responsibilities at work as part of my priority	53	30.1	83	47.2	28	15.9	12	6.8	2.744	0.930
12	I act promptly in carrying out my given assignment at work	53	30.1	42	23.9	46	26.1	35	19.9	2.136	1.066
	Sub total									7.755	2.793
	Emphasis on quality	N	%	N	%	N	%	N	%	**Mean**	**Std. D.**
13	I give professional service to users at work	40	22.7	77	43.8	41	23.3	18	10.2	2.676	1.038
14	I provide valuable service to users at work	48	27.3	71	40.3	40	22.7	17	9.7	3.205	1.016
15	I seek responses from users at work	40	22.7	48	27.3	71	40.3	17	9.7	2.165	0.764

		N	%	N	%	N	%	N	%	Mean	Std. D.
	Sub total									**8.046**	**2.818**
	Discipline	N	%	N	%	N	%	N	%	Mean	Std. D.
16	I conduct myself properly in the library	42	23.9	64	36.4	17	9.7	53	30.1	2.943	0.715
17	I exercise patience with users colleagues and superiors at work	35	19.9	60	34.1	75	42.6	6	3.4	2.733	0.927
18	I maintain orderliness in the library	18	10.2	77	43.8	41	23.3	40	22.7	2.295	1.133
	Sub total									**7.971**	**2.775**
	Rules and regulations	N	%	N	%	N	%	N	%	Mean	Std. D.
19	I report early at work	41	23.3	64	36.4	54	30.7	17	9.7	2.705	1.005
20	I treat important issues confidentially at work	47	26.7	53	30.1	48	27.3	28	15.9	2.580	0.994
21	I observe hierarchy in communication at work	41	23.3	59	33.5	35	19.9	41	23.3	2.432	0.995
	Sub total									**7.717**	**2.994**
	Honesty	N	%	N	%	N	%	N	%	Mean	Std. D.
22	I discharge all responsibilities with sincerity	53	30.1	83	47.2	28	15.9	12	6.8	2.790	0.911
23	I exercise fairness in my work	46	26.1	65	36.9	41	23.3	24	13.6	2.159	0.827
24	I provide services to users without bias at work	36	20.5	49	27.8	44	25.0	47	26.7	2.074	0.821
	Sub total									**7.023**	**2.559**
	Professionalism	N	%	N	%	N	%	N	%	Mean	Std. D.
25	I am competent to do my work	54	30.7	64	36.4	41	23.3	17	9.7	2.847	0.759
26	I give answers with confidence to the queries for the users	41	23.3	77	43.8	53	30.1	5	2.8	2.739	1.287
27	I am very reliable with my work	52	29.5	72	40.9	34	19.3	18	10.2	2.563	0.853
	Sub total									**8.149**	**2.899**
	Dedication	N	%	N	%	N	%	N	%	Mean	Std. D.
28	I have a strong commitment to my work	33	18.8	78	44.3	59	33.5	6	3.4	2.256	1.180
29	I do my work whole heartedly	53	30.1	64	36.4	42	23.9	17	9.7	2.966	0.708
30	I devote all my time for my work	41	23.3	53	30.1	64	36.4	18	10.2	2.472	0.848
	Sub total									**7.694**	**2.736**
	Dependability	N	%	N	%	N	%	N	%	Mean	Std. D.
31	I put in extra service time at work	33	18.8	78	44.3	59	33.5	6	3.4	2.443	0.924
32	I carry out instructions candidly at work	42	23.9	53	30.1	46	26.1	35	19.9	2.534	1.090

33	I devote my time to the success of my work	50	28.4	82	46.6	24	13.6	20	11.4	2.693	0.905
	Sub total									7.670	2.919
	Overall mean = 87.405						Std. Dev.= 30.630				

Source: Field Survey (2021)

Table 3 above revealed that among sub-constructs of work ethics, dress code, professionalism and accountability ranked highest with mean scores of 9.914, 8.149 and 8.148 in that order, while honesty, dependability and rules and regulations ranked least with mean scores of 7.023, 7.670 and 7.717 respectively. Generally, using a test norm where the utmost reachable mean score is 132.0 and setting a score of 1.0-44.0 indicate low level of compliance; 44.1-88.0 infers a moderate level of compliance while 88.1-132.0 represents a high level of compliance with work ethics. It could be seen from Table 3 that overall mean score is 87.405 falls within the moderate level of compliance range; hence it is wind-up that the level of compliance of library personnel with work ethics in the federal universities in south-west Nigeria is moderate.

Table 4a: Mean and standard deviation scores of work ethics and rate of Library service delivery based on university libraries

S/N	University Libraries	Work Ethics								Mean	Std. D.
		SA		A		D		SD			
		N	%	N	%	N	%	N	%		
1	Federal University of Agriculture, Abeokuta	9	31.03	11	37.9	7	24.1	5	6.9	16.667	3.399
2	Federal University of Technology, Akure	10	40.0	6	24.0	4	16.0	5	20.0	12.578	3.447
3	ObafemiAwolowo University, Ile-Ife	5	19.2	14	53.8	5	11.5	5	15.4	17.709	6.463
4	University of Ibadan, Ibadan	25	45.5	18	32.7	8	7.3	10	14.5	14.538	6.405
5	University of Lagos, Akoka, Lagos	15	45.5	7	21.2	6	18.2	5	15.2	15.592	5.321
6	Federal University Oye Ekiti	6	75.0	2	25.0	0	0	0	0	10.321	5.595
	Overall Mean 87.405					Standard Deviation 30.630					

Source: Field Survey (2021)

Table 4b: Mean and standard deviation scores of Library service delivery based on university libraries

S/N	University Libraries	Library Services										Means	Std. D
		VHD		HD		M		L		N			
1	Federal University of Agriculture, Abeokuta	19	65.5	4	13.8	3	10.3	1	3.4	2	6.9	10.524	3.655
2	Federal University of Technology, Akure	15	60.0	6	24.0	1	4.0	2	8.0	1	8.0	11.608	5.235
3	ObafemiAwolowo University, Ile-Ife	15	57.7	6	23.07	3	11.5	1	3.8	1	3.8	15.524	3.078
4	University of Ibadan, Ibadan	25	45.5	22	40.0	4	7.3	1	1.8	3	1.8	12.413	5.846
5	University of Lagos, Akoka, Lagos	21	63.6	7	21.2	2	6.06	3	9.09	0	9.09	13.260	5.722
6	Federal University Oye Ekiti	7	87.5	1	12.5	0	0	0	0	0	0	9.632	3.412
	Overall Mean 72.961	**Standard Deviation 26.948**											

Source: Field Survey (2021)

Table 4a and table 4b revealed that library personnel with highest level of compliance with work ethics according to mean scores of the responses were those from Obafemi Awolowo University, Ile-Ife with aggregate mean score of 17.709 (standard deviation=6.463), followed by Federal University of Agriculture Abeokuta with aggregate mean score of 16.667 (standard deviation=3.399). The least aggregate mean score in terms of compliance with work ethics was recorded among library personnel in Federal University, Oye Ekiti with aggregate mean score of 10.521 (standard deviation=5.595). Overall the mean score recorded for work ethics among library personnel in federal universities in South-West, Nigeria was 87.405 with standard deviation score of 30.630. The highest mean score in terms of rate of library service delivery was recorded among library personnel in Obafemi Awolowo University with aggregate mean score of 15.524 (standard deviation=3.078). This was followed by University of Lagos with aggregate mean score of 13.260 (standard deviation=5.722). The least aggregate mean score of rate of library service delivery was recorded among library personnel in Federal University, Oye Ekiti with mean of 9.632 (standard deviation =3.412). These results further lend credence to the fact that there are significant relationships among the variables understudied.

Table 5: Relationship between work ethics and service delivery

Variables	Mean	Std. D	N	Df	R	Sig. p.	Remark
Work ethics	87.405	30.630	176	2	0.261	0.001	Sig.
Service delivery	72.964	26.948	176				

Source: Field Survey (2021)

The research question was tested using Pearson product moment correlation (r) and the result revealed that there exist a positive and significant influence (r=0.261; P< 0.05) of the dependent variable (work ethics) on the independent variable (service delivery) by library personnel in federal universities in Southwest, Nigeria. The P=0.001 is less than 0.05 level of significance. This means work ethics have significant influence on service delivery of library personnel in federal universities in South-west, Nigeria

Discussion of Findings

The finding of the study alludes that there was practical level of conformity with work ethics by library personnel in federal universities in south-west Nigeria. Dress code, professionalism and accountability were ranked highest and emphasis on quality; discipline; sense of responsibility were found at the middle, while honesty, discipline and dependability were found at be the least. In contrary, Erakovich et al., (2012) assertion that work ethics can be arranged hierarchically based upon Kohlberg's stages of moral development.

Summary of Findings

The fcdollowing are the main findings of the study:
i. The level of service delivery in federal university libraries in Southwest, Nigeria was moderate with Inter library loan services, manual reference services and literature search taking the lead.
ii. Library personnel in federal universities in Southwest Nigeria complied moderately with work ethics
iii. Work ethics is significant predictor of service delivery in federal university libraries in Southwest Nigeria.

Conclusion and Recommendations

The results of the study demonstrate that services delivery is a multi-dimensional element of library system which is the link between the library products and the clientele. The quality of service delivery in terms of its promptness, adequacy, completeness, diversity, relevance and usefulness to library patrons is of enormous importance. It was found that work ethics characteristics influenced the service delivery of library personnel in federal universities in Southwest, Nigeria. In course of discharging their duties, librarians need to be guided by work ethics; librarians often faced ethical dilemmas that position them in a situation where work ethics could be desecrated. Work ethics may perhaps offer wide-ranging guidelines on how librarians provide services as well as the responsibility of the librarians in the precise community.

Libraries should make it a point of responsibility to periodically train their personnel in the emerging trends in library and information profession and work ethics so as to ensure effective information service delivery. Library management should enforce workable standard ethics on their personnel in order to work optimally in terms of service delivery, thus the stronger the work ethics the higher the services delivery.

Full compliance to work ethics should be imbibed by all library personnel in order to enhance professionalism. Also recommended that, there should be a routine supervision of staff , and this could be achieved if each library sets up ethical unit which will monitor and enforce ethical practices of library personnel and thus promotes work ethics.

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