

DEMOGRAPHICS AND SERVICE DELIVERY BY LIBRARY PERSONNEL IN PRIVATE UNIVERSITIES IN SOUTHWESTERN NIGERIA

Professor Pius Olatunji OLAOJO
Department of Library, Archival and Information Studies
University of Ibadan, Ibadan, Nigeria
Tel.: +234 8059791033 Email: po.olaojo@ui.edu.ng

Opeyemi Olufunmilayo BOLOGUN
Department of Library and Information Science
Osun State University, Osogbo, Nigeria
Tel.: +234 7067938113 Email: iamopeyemi2714@gmail.com

Adebola Aderemi OLATOYE
The Nigerian Baptist Theological Seminary,
Ogbomoso, Oyo State, Nigeria
Tel.: +234 8038853216 Email: adebolaadeyemo0108@gmail.com

Abstract

The purpose of this study is to examine demographics and service delivery by library personnel in private universities in southwestern Nigeria. Service delivery is a critical aspect of library personnel's professionalism and the value they add to their library but demographics can pose a major setback to their performance of services delivered. However, not much focus has been given to a study as this in Nigeria. Descriptive survey design of the correlational type was adopted using a questionnaire as instrument for data collection. Total enumeration was used to sample 276 respondents. Three (3) research questions and one (1) hypothesis were developed to guide the study. The results show that library personnel in private universities render services such as current awareness service, short message service (SMS), photocopying, information literacy, and a positive relationship between demographics and service delivery. The study recommends University management should prioritise providing the necessary equipment to enhance efficiency and effectiveness in library operations.

Keywords: Demographics, service delivery, library personnel, university libraries

Introduction

The university serves as a research establishment and a higher learning institution that awards degrees within a range of academic fields. These institutions generally offer both undergraduate and graduate programs, acting as centers for the exploration, validation, and refinement of knowledge. As a result, university libraries are essential for the research, teaching, and learning endeavors of their parent institutions. University libraries contribute significantly to national development through their multifaceted functions (Agim, 2019). In universities, academic activities such as research, teaching, and learning are deeply interconnected to the library's resources (Anyaeibu, 2016). University libraries achieve their purpose by gathering, processing, organising, preserving, and sharing relevant resource materials. Libraries situated in institutions of higher learning are essential in curating or maintaining collections of a broad variety of materials, such as periodicals, serials, electronic serials, electronic textbooks, reference information resources, textbooks, grey literature, and rare materials, both in print media and online resources. These collections are meticulously organised to ensure quick and easy access for users. By delivering comprehensive collections and services, they actively support the intellectual growth of their users and contribute significantly to their institutions' educational and research missions.

The personnel in university libraries are their greatest resource. All staff members engaged in the administration and operation of the university's library system are referred to as library personnel (Shisi, 2019). Library personnel are typically separated into two groups: professionals and paraprofessionals. Professional employees, or librarians, have degrees in fields related to library science, information science, library studies, and similar subjects, such as bachelor's, master's, or doctor of philosophy (PhD). They perform specialised tasks, including cataloguing, classification, indexing, abstracting, selection and acquisition of information materials, and other

various library services. According to the Librarians' Registration Council of Nigeria, library personnel are defined as trained individuals who have at least an undergraduate degree in LIS (library and information science) or another field complemented by a doctorate or postgraduate degree in LIS (LRCN, 2015). Paraprofessional staff, in contrast, possesses diplomas or certificates in library studies or equivalent qualifications. Typically, they act as library officers, providing support to the professional staff by handling duties like creating worksheets for classification and cataloguing, registering new patrons, shelving, and reading shelves, greeting patrons at the circulation desk, and helping to deliver different library services (Yusuf and Fasae, 2021).

Service delivery is a fundamental aspect of university libraries, shaping the interaction between library personnel and users by providing information and activities that users find valuable. A university's ability to provide effective services is essential to its quality (Christ-Brendemühl and Schaarschmidt, 2022). According to Ekere, Ewulum, Eze, Okpala, and Ebobo (2019), providing high-quality services entails the library's capacity to rapidly attend to users' demands and exceed their expectations. Moreover, Aina (2014) identified a range of library services that are delivered, including library notices, loans, reservations, and registrations; information dissemination; current awareness services; reference services; orientation; and information literacy programs. Additional services delivered by libraries include notification, library tours, circulation, and interlibrary loan. Reference services are defined by Lawal (2022) as help rendered by library personnel to assist patrons in finding specific data in the library, which requires a high level of competency and skill for effective service delivery. Users often seek reference materials for research purposes, such as dictionaries, dissertations, theses, and bibliographies. Awareness services involve informing users about new arrivals of information materials in the library in order to satisfy users' urgent information demands. Notification services are similar, as they update users about new materials as well as available services in the library,

often through alert services in the digital age (Akintola, 2021). Library tours are delivered to help users understand library operations and the types of resources available. Circulation services include registering users and lending books and other materials for a specified period, depending on the type of library. Interlibrary loan services allow users to borrow materials from other libraries on a reciprocal basis.

Various factors can influence the service delivery of library personnel, impacting their approach to their duties and responsibilities. These factors include demographic characteristics. Demographics have a major impact on performance because awareness of these traits by both personnel and management can enhance outcomes. Demographic factors include age, sex, income, marital status, education, employment history, and job status. Ingersoll, Merrill, Stuckey, Collins and Harrison (2021) describe demographics as individual characteristics. The age range among employees is crucial for organisational effectiveness, with studies indicating that older personnel may face more physical and mental challenges than their younger counterparts. Komp-Leukkunen, Poli, Hellevik, Herlofson, Heuer, Norum and Motel-Klingebiel (2022) note that older workers often use less complex applications and encounter more difficulties than younger workers. While works requiring physical exertion may be challenging for elderly personnel, younger personnel might find them easier.

The study focuses on demographics and service delivery by library personnel in private universities in southwestern Nigeria.

Research Problem

Services delivered by libraries at universities are essential for supporting the general standard of learning provided by universities. Effectively satisfying patrons' information needs is the main objective of the services that university libraries deliver, encompassing research, learning,

and teaching activities. However, while demographic diversity in librarianship enriches the profession, it also presents challenges related to technology adoption, career progression, and service innovation. This study examines how demographics can influence service delivery by library personnel in private universities in southwestern Nigeria.

Research Questions

The study aims to provide answers to the research questions derived from the general and specific objectives as listed below.

1. What are the levels of services delivered by library personnel in private universities in Southwestern Nigeria?
2. What are the demographics of library personnel in private universities in Southwestern Nigeria?
3. What are the major challenges faced by library personnel in service delivery in private universities in Southwestern Nigeria?

Hypothesis

1. There is no significant relationship between demographics and service delivery by library personnel in private universities in Southwestern Nigeria.

Literature Review

Service delivery by library personnel

Service delivery is central to the mission of libraries, involving activities that generate, store, and share knowledge, skills, and technological advancements like the Internet and email. According to the World Meteorological Organisation (2023), service encompasses the delivered assistances and activities involving people, processes, and information technology required for delivery, all aimed at meeting user needs. Badmus and Ogunlana (2022) highlighted that service delivery is about optimising delivering services to satisfy patrons demands, combining both efficiency and effectiveness. Effective service delivery is crucial for delivering information

sources and resources to end users, encompassing all efforts to simplify the processes of accessibility, retrieval, and usage for users. One of the fundamental aspects of library service delivery is providing reference assistance. Adeeko and Adetimirin (2021) emphasised that regardless of how well-stocked it is, a university library's use and the accomplishment of its core objectives depend on how well-run its service delivery is. They contend that all activities carried out by library personnel with the main objective of meeting patrons' information needs are included in the concept of service delivery.

Library services are the means by which the collections within the library are directed to satisfy the informational demands of patrons. For instance, document distribution, education in libraries, services for current awareness, reference, and similar services. More so, a personal account on library websites effectively provides library and information services, including bibliographic ones, to remote users, enhancing user comfort and loyalty in the digital world (Neshcheret, 2023). Consequently, library services are characterised as the support delivered by a library to its clients. They include individualised, direct, or indirect support from library workers for their clients. Adegoke (2021) delineates that academic library services comprise a diverse array of services, including selective distribution of information (SDI), photocopying services, library orientation, digital library services, 'ask a librarian' services, reservation services, research support, virtual referencing, information resources lending, knowledge creation and digital humanities products, data services, services for adaptive learning (ALS), assistance with data consulting, referrals, publication, current awareness services, online scholarship, inter-library loan, maker environment assistance, translation, and library instruction services. Furthermore, these services encompass duties such as indexing and abstracting, cataloguing and grouping, collection management, bindery services, and the provision of email and web services.

Demographics of library personnel

Demography, derived from the Greek words "demos" (people) and "graphy" (description), is the study of human populations and their characteristics, changes, and dynamics over time. It encompasses various demographic factors such as age distribution, gender, job title, years of experience, migration patterns, fertility rates, and mortality rates. According to Klimczuk (2021), the term "demography" originates from its purpose to describe and analyse populations. Oyedipe and Popoola (2019) noted that demographic factors refer to individual characteristics studied within this field. Demographic variables, including age, gender, marital status, and educational level, are specific characteristics of library personnel that can influence their actions and behaviors in relation to achieving the library's goals and supporting the institution's curriculum (Badmus, 2023). Recognising and addressing these demographic variables can lead to a more harmonious and productive workplace, ultimately contributing to the success of the library and its mission.

A human population's characteristics are referred to as its demographics. It can also be conceptualised as quantifiable traits or components of a population, including, but not limited to, age, gender, educational attainment, income level, marital status, employment, religion, birth and death rates, mobility, normal family size, and marriage. Educational capabilities encompass the levels, awards, certifications, and a person's professional designation has acquired. These qualifications can be attained through various means, including studying full-time, part-time, or receiving private educational endeavors, regardless of whether they are formally presented by educational authorities or not. In contrast, gender pertains to the roles that are socially formed, behaviors, and unique attributes that a particular society deems appropriate for individuals based on their perceived biological sex. Meanwhile, age is described as the length of time that a person has lived, essentially measuring the duration of one's existence (World Health Organisation, 2018).

Pachauri (2021) found that a significant majority of librarians (88.1%) believed that redesignation would give them better career advancement opportunities, promotional pathways,

higher cadre status, and greater recognition both inside their parent organisation and in the larger community. Thus, addressing designation issues could be essential to improving job satisfaction and professional growth for librarians. Offem (2021) found that most librarians possessed 11 to 15 years of professional experience, with the majority in this group performing well. This suggests that librarians with more experience tend to achieve better performance outcomes. Therefore, both studies highlighted experience as a key determinant of performance at work in academic librarianship.

Methodology

This study adopted correlational type of descriptive survey design. The population of this study consisted of library personnel (librarians and library officers) in private Universities in southwestern Nigeria. The population was sourced through Short messages (SMS), mobile phone calls, and personal contacts. The total population of library personnel in private universities in southwestern Nigeria was 276. The study adopted total enumeration since there were only a few library personnel involved. The questionnaire instrument was validated to ensure both content and construct validity and data analysis and hypothesis testing was done in an SPSS output format.

Population of the study

S/N	List of Private Universities in Southwestern, Nigeria	No of Librarians	No of Library Officers	Total
1.	Achievers University, Owo, Ondo State	3	3	6
2.	Adeleke University, Ede, Osun State	6	4	10
3.	AfeBabalola University, Ado-Ekiti, Ekiti State	10	10	20
4.	AjayiCrotherUniversity,Oyo, Oyo State	9	5	14
5.	Anchor University Ayobo, Lagos State	2	2	4
6.	Atiba University, Oyo, Oyo State	1	1	2
7.	Augustine University, Epe, Lagos State	2	1	3
8.	Babcock University, Ilishan-Remo, Ogun State	15	12	27
9.	Bells University, Ota, Ogun State	7	2	9
10.	Bowen University, Iwo, Osun State	6	10	16
11.	Caleb University, Lagos State	4	2	6
12.	ChrislandUniversity,Abeokuta, Ogun State	1	1	2
13.	Christopher University,Mowe, Ogun State	2	1	3
14.	Covenant University Ota, Ogun State	16	4	20
15.	Crawford University Igbesa, Ogun State	8	7	15
16.	Crescent University,Abeokuta, Ogun State	5	2	7
17.	Dominican University, Ibadan, Oyo State	2	4	6

18.	Dominion University, Ibadan, Oyo State	1	0	1
19.	Elizade University, Ilara-Mokin, Ondo State	6	2	8
20.	Eko University of Medical and Health Sciences Ijanikin, Lagos State	2	2	4
21.	Fountain University, Osogbo, Osun State	3	4	7
22.	Hallmark University, Ijebu-Itele, Ogun State	1	1	2
23.	James Hope University, Lagos State	0	0	0
24.	Joseph Ayo Babalola University, Ikeji-Arakeji, Osun State	5	5	10
25.	Kings University, Ode-Omu, Osun State	1	1	2
26.	KolaDaisiUniversity, Ibadan, Oyo State	2	1	3
27.	Lead City University, Ibadan, Oyo State	9	6	15
28.	McPherson University, SerikiSotayo, Ogun State	3	4	7
29.	Mountain Top University, Mowe, Ogun State	5	6	11
30.	Oduduwa University, Ipetumodu - Osun State	2	6	8
31.	Pan-Atlantic University, Lekki –Ibeju, Lagos State	5	3	8
32.	Precious Cornerstone University, Ibadan, Oyo State	1	1	2
33.	Redeemer's University, Ede, Osun State	5	4	9
34.	Southwestern University, OkunOwa, Ogun State	1	2	3
35.	Trinity University Ogun State	2	1	3
36.	Wesley University of Science and Technology, Ondo, Ondo State	1	1	2
37.	Westland University Iwo, Osun State	1	0	1
	TOTAL	155	121	276

Source: Short messages (SMS), mobile phone calls, and personal contacts.

Data Analysis

The data analysis method that was used was descriptive statistical measures such as percentages and frequency distribution which showed the questionnaire response rate. The Statistical Package for Social Science (SPSS) was used for the analysis. Descriptive statistics such as percentages mean and standard deviation was used to provide answers to research questions. Pearson correlation was used to analyse the hypothesis.

Result and Discussion

A total of 276 questionnaires designed for the study were administered to the library personnel in private universities in southwestern Nigeria. However, 229 (83.0%) were returned with useful responses sequel to completion by the respondents.

Research Question One: What are the levels of services delivered by library personnel in private universities in Southwestern Nigeria?

Table 1: Predominant services delivered by library personnel

S/ N	Items	VHD N %	HD N %	RD N %	ND N %	\bar{x}	SD
	N = 229						
1	Reference service by e-mail or Web technology to assist different categories of users	66 28.8	120 52.4	39 17.0	4 1.7	3.08	.724
2.	Chat reference, commercial service	42 18.3	122 53.3	60 26.2	5 2.2	2.88	.721
3.	Instant messaging applications	50 21.8	131 57.2	34 14.8	14 6.1	2.95	.782
4.	(SMS) Short messages services or text messaging	91 39.7	105 45.9	32 14.0	1 0.4	3.25	.703
5.	Information literacy	74 32.3	124 54.1	24 10.5	7 3.1	3.16	.727
6.	Interlibraryloan& documents to other libraries	65 28.4	88 38.4	51 22.3	25 10.9	2.84	.960
7.	Subscription to electronic serials	79 34.5	104 45.4	37 16.2	9 3.9	3.10	.810
8.	Document delivery service	68 29.7	116 50.7	41 17.9	4 1.7	3.08	.736.
9.	Photocopying	76 33.0	118 51.1	31 13.5	4 1.7	3.16	.716
10.	Current awareness service	118 51.5	96 41.9	12 5.2	3 1.3	3.44	.657
11.	Telex/ telephone service	74 32.3	111 48.5	31 13.5	13 5.7	3.07	.826
12.	Bibliographic and compilation service	60 26.2	112 48.9	41 17.9	16 7.0	2.94	.849
13.	Translation service	36 15.7	96 41.9	67 29.3	30 13.1	2.60	.905
14.	Technical writing service	53 23.1	96 41.9	57 24.9	23 10.0	2.78	.915
15.	Bindery service	67 29.3	78 34.1	61 26.6	23 10.0	2.83	.967
16.	Facsimile service	40 17.5	61 26.6	84 36.7	44 19.2	2.42	.991
17.	Online/C.D ROM Database searching	67 29.3	85 37.1	64 27.9	13 5.7	2.90	.890
18.	Campus wide data communication network	43 18.8	119 52.0	51 22.3	16 7.0	2.83	.814

19.	Web-based services	59 25.8	112 48.9	48 21.0	10 4.4	2.96	.802
20	Collaborative services	56 24.5	123 53.7	41 17.9	9 3.9	2.99	.764

The findings reported in Table 1 showed that out of the twenty proposed services, library personnel in private universities in Southwestern Nigeria delivered eight highly rated services. These top-rated services included current awareness service (mean = 3.44, SD = 0.657), short message service (SMS) (mean = 3.25, SD = 0.703), photocopying (mean = 3.16, SD = 0.716), information literacy (mean = 3.16, SD = 0.727), subscription to electronic serials (mean = 3.10, SD = 0.810), reference service via email or web technology to assist various user categories (mean = 3.08, SD = 0.724), document delivery service (mean = 3.08, SD = 0.736), and telex/telephone service (mean = 3.07, SD = 0.826). Conversely, the services that received the lowest ratings included facsimile service (mean = 2.42, SD = 0.991), translation service (mean = 2.60, SD = 0.905), technical writing service (mean = 2.78, SD = 0.915), bindery service (mean = 2.83, SD = 0.967), and campus-wide data communication network (mean = 2.83, SD = 0.814). This suggests that library personnel effectively delivered a mix of electronic and traditional library services, catering to users with varying levels of computer literacy skills.

Research Question Two: What are the demographics of library personnel in private universities in Southwestern Nigeria?

Table 2: Demographic characteristics of the respondents

Variable	Frequency	Percentage (%)
Gender of respondents		
Male	106	46.3
Female	123	53.7
Total	229	100.0
Age range of respondents		

20-29 years	27	11.8
30-39 years	95	41.5
40-49 years	75	32.8
50-59 years	22	9.6
60-65 years	10	4.4
66-70 years	-	-
Total	229	100.0
Designation of respondents		
Library Officer	62	27.1
Graduate Assistant/ Assistant Librarian	57	24.9
Librarian II	49	21.4
Librarian I	28	12.2
Senior Librarian	22	9.6
Principal Librarian and above	11	4.8
Total	229	100.0
Highest educational qualification of respondents		
Diploma	32	14.0
Bachelor's Degree	110	48.0
MLIS	72	31.4
PhD	15	6.6
Total	229	100.0
Section of respondents		
Technical	65	28.4
Circulation	101	44.1
Reference	26	11.4
Serial	16	7.0
Acquisition	15	6.6
Reprography	3	1.3
Bibliographic	3	1.3
Total	229	100.0
Years of experience of respondents		
1-5 years	73	31.9
6-10 years	84	36.7
11-15 years	50	21.8
16-20 years	20	8.7
21 years and above	2	0.9
Total	229	100.0

The data displayed in Table 2 revealed several demographic insights about library personnel in private universities in Southwestern Nigeria. The majority of the library personnel are female, numbering 123 (53.7%), while their male counterparts total 106 (46.3%). This

indicates that female library personnel are adaptable and proficient in computer literacy essential for modern literacy. Regarding the age distribution, the largest group of library personnel, 95 (41.5%), falls within the 30-39 years age range, followed by 75 (32.8%) in the 40-49 years age range. The smallest age group consists of 10 (4.4%) respondents aged 60-65 years. This indicates that most of the library personnel are young adults in their prime working years, who are expected to possess computer literacy skills essential for effective service delivery in their libraries. In terms of job designation, the majority, 62 (27.1%), are library officers, followed by a significant number of graduate assistants/assistant librarians, totaling 57 (24.9%), and librarian II positions, totaling 49 (21.4%). This suggests that private universities in Southwestern Nigeria employ more library officers than professional librarians, potentially due to budget constraints. Educational qualifications show that 101 (44.1%) of the library personnel hold a bachelor's degree, then 72 (31.4%) with an MLIS degree. This suggests that the library personnel are professionals. As for the sections within the library, most respondents, 101 (44.1%), work in the circulation section, while the least, 3 (1.3%), are in the reprography and bibliographic sections, respectively. Finally, the majority of the library personnel, 84 (36.7%), have between 6 and 10 years of work experience, indicating a relatively experienced workforce.

Research Question Three: What are the major challenges faced by library personnel in service delivery in private universities in Southwestern Nigeria?

Table 3: Major difficulties encountered by library personnel in service delivery in private university libraries

S/N	Challenges	SA		A		D		SD		\bar{x}	SD
		N	%	N	%	N	%	N	%		

1.	Lack of competency of library personnel	53 23.1	72 34.1	58 25.3	46 20.1	2.58	1.055
2.	Lack of technology literacy of library personnel	37 16.2	73 31.9	67 29.3	52 22.7	2.41	1.012
3.	Poor internet connectivity	52 22.7	74 32.3	68 29.7	35 15.3	2.72	1.063
4.	Inadequate power supply	63 27.5	66 28.8	53 23.1	47 20.5	2.63	1.095
5.	Poor funding of the library	69 30.1	65 28.4	58 25.3	37 16.2	2.73	.976
6.	Lack of mentorship and mentoring	50 21.8	86 37.6	56 24.5	37 16.2	2.65	.996
7.	Lack of funds for library personnel motivation and delay in library personnel Promotions and salaries	47 20.5	94 41.0	47 20.5	41 17.9	2.64	1.001
8.	Lack of training of library personnel in ICT and other related skills	51 22.3	43 18.8	100 43.7	35 15.3	2.62	.999
9.	Lack of equipment	57 24.9	79 34.5	59 25.8	34 14.8	2.69	1.006
10.	There is inadequate user education	41 17.9	94 41.0	63 27.5	31 13.5	2.63	.930

Table 3 revealed significant difficulties with service delivery encountered by library personnel at private universities in Southwestern Nigeria. Respondents identified ten key challenges, with the most prominent being poor funding of the library (\bar{x} =2.73, SD=.976), followed closely by issues such as poor Internet connectivity (\bar{x} =2.72, SD=1.063), lack of equipment (\bar{x} =2.69, SD=1.006), absence of mentorship and mentoring (\bar{x} =2.65, SD=.996), and delays in library personnel promotions and salaries due to insufficient funds (\bar{x} =2.64, SD=1.006). Conversely, the challenges perceived as least severe included lack of technology literacy among library personnel (\bar{x} =2.41, SD=1.012), insufficient competency of library personnel (\bar{x} =2.58, SD=1.055), inadequate training of library personnel in ICT and related skills (\bar{x} =2.62, SD=.999), and inadequate user education (\bar{x} =2.63, SD=.930). These findings indicate that while library personnel

at private universities in Southwestern Nigeria encounter various obstacles in carrying out their service delivery roles, the greatest pressing ones revolve around financial constraints, technological infrastructure limitations, equipment shortages, and issues related to career development and motivation within the library sector.

Testing the Research Hypotheses

The research hypothesis was tested at 0.05 level of significance. There is no significant relationship between demographics and service delivery by library personnel in private universities in southwestern Nigeria. Table 4 shows the correlation between demographics and service delivery.

Table 4 Relationship between demographics and service delivery

Variables	N	Mean	Std.Dev	Df	R	Sig. p	Remark
Demographics	229	50.0218	11.46828	291	.142*	.031	Sig.
Service delivery	229	51.0000	12.11929				

The findings shown in Table 4 suggest a moderate association between demographics and service delivery among library professionals at private universities in Southwestern Nigeria, having a Pearson correlation value (r) of 0.000 and a p-value less than 0.05. This significant correlation between these variables is demonstrated by its significant p-value. The outcomes of the research indicate that the overall demographics of the library personnel at private universities in southwestern Nigeria positively impact the level of service they deliver to library patrons. Therefore, the null hypothesis that these library personnel demographics have no impact on the quality of service they deliver is rejected. As a result, demographic considerations are crucial for private university libraries to improve the efficiency of their service delivery.

Conclusion and Recommendations

This study investigated demographics and service delivery by library personnel in private universities in southwestern Nigeria. Specifically, demographics such as age, educational qualification, and experience were positively correlated with service delivery, potentially influenced by challenges such as poor internet connectivity, inadequate equipment, and delays in promotions and salary adjustments. Moreover, specific demographic factors like educational qualification, experience, and age were identified as potential positive influencers of service delivered in this situation by library personnel.

The following recommendations are therefore made based on the findings of the study:

1. The research confirms that library personnel at private universities in Southwestern Nigeria provide essential services like current awareness and SMS alerts. To ensure these services are consistently delivered, library personnel should continuously update their competencies and actively identify and meet users' information needs. This proactive approach will likely increase user engagement at the libraries of the universities.
2. Poor funding remains a critical factor hindering service delivery by library personnel. University administrations should prioritise their libraries as essential components for achieving institutional goals. Establishing revenue-generating units like photocopying, book binding, and document scanning/printing can help raise internal funds to support library operations.
3. The study emphasises the significance of adequate equipment to deliver library services. Lack of equipment can deter users from utilising library services effectively. University management should prioritise providing necessary equipment to enhance efficiency and effectiveness in library operations.

References

- Adeeko, C. O., & Adetimirin, A. (2021). *Use of Library Resources and Services among Undergraduates in Nigerian Universities*. Library Philosophy and Practice, e- journal 6122.1-16.
- Adegoke, K. A. (2021). *Contemporary services in academic libraries. Modern practices in library and information science: Themes, trends and issues: Festschrift in honour of William Abiodun Akinfolarin*, 20-42.
- Aina, L. O. (2014). *The current practice of librarianship: a journey to extinction of the profession in Nigeria?* A lecture delivered at the 8th JireOlanlokun Memorial Lecture at the Julius Berger Hall, University of Lagos, Sept. 4, 2014. 35.
- Akintola, B. O. (2021). *Capacity Building, ICT Skills, Use and Service Delivery of Library Personnel in Universities in Southwestern Nigeria*. University of Ibadan, dissertation.
- Agim, E. C., & Azolo, E. M. (2019). *Digital literacy and job performance of 21st century library staff in Imo State*. NAU Journal of Library and Information Science, 4, 15-26.
- Anyaegbu, M.I. (2016) *Rationale for a course on use of library and information literacy*. Use of library and information literacy for higher education. Awka; Potential Books
- Badmus, I. T. (2023). *Demographic variables, organisational support and job satisfaction as predictors of personnel commitment in university libraries in south-west Nigeria*.
- Badmus, B. N., & Ogunlana, E. K. (2022). *Influence of physical work environment on service delivery by library personnel in federal universities in south west Nigeria*. Library Philosophy and Practice e-journal 4617.<http://digitalcommons.unl.edu/libphilprac/4617>
- Christ-Brendemühl, S., & Schaarschmidt, M. (2022). *Customer fairness perceptions in augmented reality-based online services*. Journal of Service Management, 33.1: 9-32.
- Ekere, J. N., Ewulum, O. E., Eze, M. E., Okpala, H. N & Ebobo, M. E. (2019). “*Utilization of Modern Technologies for Service Delivery in Special Libraries in South-East Nigeria*”, Information Impact: Journal of Information and Knowledge Management, 10:139-152.
- Ingersoll, R., Merrill, E., Stuckey, D., Collins, G., & Harrison, B. (2021). *The demographic transformation of the teaching force in the United States*. Education Sciences, 11.5: 234.
- Klimczuk, A. (2021). *Introductory Chapter: Demographic Analysis. Demographic Analysis: Selected Concepts, Tools, and Applications*, 3.
- Komp-Leukkunen, K., Poli, A., Hellevik, T., Herlofson, K., Heuer, A., Norum, R., & Motel-Klingebiel, A. (2022). *Older workers in digitalising workplaces: A systematic literature review*.
- Lawal, H. (2022). *Information Service Delivery and Role of 21ST Century Librarian*. Available at:
<https://www.researchgate.net/publication/364387795>.DOI:10.13140/RG.2.2.19460.40327

- Neshcheret, M. (2023). *Library and Information Services in the Library User's Personal Account*. Bibliotekovedenie Russian Journal of Library Science. doi.org/10.25281/0869-608x-2023-72-3-213-223.
- Offem, C. O. (2021). *The Effect of Age and Work Experience on Administrative Effectiveness of Librarians 'In Academic Libraries in South-South Nigeria*. Journal of Research in Humanities and Social Science, 9.5: 54-61.
- Oyedipe, J. W & Popoola, S. O. (2019). *Influence of Age, Job Status, ICT Literacy Skills and ICT Use on Task Performance of Library Personnel in Public Universities*. International Journal of Knowledge Content Development and Technology, 9.3: 43-61.
- Pachauri, N. K., (2021). *RE-designation of librarian: Empowering Human Resource*. International Journal of Information Library and Society.: 23-28.
- World Health Organisation (2018). *World health statistics 2018: monitoring health for the SDGs*. Retrieved December 22, 2012 from: www.who.int/gho/publications/world_health_statistics/2016/en/
- World Meteorological Organisation, (2023). *Guide to Climatological Practices*. Switzerland: Chair, Publications Board.
- Yusuf, J & Fasae, J. K. (2021). *"Use of Information and Communication Technology as Correlates of Service Delivery by Library Personnel in Ekiti State Universities, Nigeria"*. Library Philosophy and Practice e-journal. 6144. digitalcommons.unl.edu/libphilprac/6144