

## Funding Library Services and Enhancing Services Delivery in Public Universities in the South-South, Nigeria

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### Abstract

*University libraries need adequate funds to manage a range of their library services to provide library services, materials as well as develop human resources. Therefore, in order to be relevant, they are compelled to source for funds to meet their ever increasing demands, their clientele and the general community. The study examined funding library services and enhancing services delivery in public universities in the South-South, Nigeria. To achieve the purpose, three objectives guided the study. A survey research design with total enumeration technique to cover the entire 80 library personnel used as the population of study was adopted. The instrument used for data collection was questionnaire. Data were analysed using descriptive statistics such as frequency counts, simple percentages, mean and standard deviation and Pearson's product moment correlation at 0.05 level of significance. Results showed various library services provided in public universities. Significant relationships existed between government allocations/subventions, private contributions, internal generated revenue and enhancing services delivery in public universities in the South-South, Nigeria. Based on the findings, the following recommendations were proffered: that adequate budgetary allocations/subventions should be provided for library services delivery in public universities in the South-South, Nigeria, university libraries should not rely on governments and parent institutions allocations/subventions but source for funds to sustain and enhance the delivery of their services to their clientele, there should be attitudinal change towards the investment in library services in Nigerian universities by governments, parent institutions, library management, librarians and other personnel in public universities in the South-South, Nigeria.*

**Keywords:** Enhancing, Funding, Library services, Service delivery, Public universities, South-South, Nigeria

### INTRODUCTION

Public universities in Nigeria were developed after the establishment of University of Ibadan in 1948. Public universities are established in Nigeria to satisfy the educational needs of stakeholders. Every established university in Nigeria needs a library to support teaching, learning, and research as stated in the National Policy of Education (2004). University libraries exist in every higher institution as hubs around which academic activities revolve. University libraries are essential unit, integral parts as well as the academic heart of those institutions that established them. Generally, the university libraries have the objective of providing literature in different formats (print

and electronics) thereby extending the frontier of knowledge through teaching, learning, research and community services (Nwalo, 2012). University libraries help their parent institutions to achieve excellence in their teaching, research and community services functions. They help in providing and meeting users, faculty members and staff's needs. Thus, they serve members of their university communities.

Library services also are services rendered in libraries to their clientele. Library service is resources and activities libraries provide to address information needs of users. Library services refer to services and resources libraries provide to support the needs of their users. Library service include: the provision of reading materials for convenient use, circulation of reading materials, services to help users with library materials, educational and recreational audiovisual materials, or a combination of these services. Service delivery in the library context, entails the act of providing library users with the necessary professional assistance required to meet their information needs. Service delivery aimed at meeting the information needs of users who make up the university community in order to achieve the objective of promoting teaching, learning and research. Library service delivery encompasses the activities and practices libraries implement to meet the needs of their users.

University libraries deliver different services in the various institutions they serve. These include: Circulation services, Reference services, document delivery service, technical services, IT service, Online information services, interlibrary loans, Information literacy skills training, lending, provision of seating and study facilities, recreational, library loan services, document delivery, reservation services, bindery service, photocopying service, among others (Igwela & Nsirim 2018; Daniels, Wiche & Nsirim, 2023). To facilitate the attainments of library goals and objectives, these libraries are organised into departments and sections.

Nevertheless, despite the importance of library services in university libraries, some factors affect their services delivery. These factors include: inadequate funding of library services, lack of required 21<sup>st</sup> century ICT skills, required knowledge in the wake of new technology by library personnel to fully exploit information services, un conducive work environment, inadequate staff, management apathy in library services development, erratic electricity outages, among others (Daniels, Wiche & Nsirim, 2023). However, funding and financial allocations to libraries have remained poor since decades. Furthermore, the existing facilities in most university libraries are poor and inadequate. This shows that, in Nigeria, public university libraries are not given adequate attention they deserve. These problems adversely affected library operations and services delivery in public university libraries.

Consequently, the issue of library services delivery in universities to users is a worrisome one due to funding. Oftentimes, university libraries do not receive adequate funds by governments. Hence, their poor library services delivery to users. This deserves a serious attention to ameliorate such situation in public university libraries in Nigeria. Funding, is the act of providing financial resources, usually in the form of money or other values to finance a need, programme or project. Funding library services means making money available for the day to day running of services in the university library. Adequate funds to libraries help to keep the library services running. Paucity of funds undermines the acquisition of facilities or equipment, training and employing adequate qualified staff which leads to effective service delivery to users. Finance is the life wire of any organisation. Finance is the backbone of any university library. Obviously, fund is the major element in every organisation and also the working capital of that organisation.

Services delivery in university libraries depends on federal and state governments allocations/subventions. Funds to university libraries services are derived from the parent institutions. Funding university library services means the way expected funds are derived expend capital and recurrent expenses. It involves the money available or allocated to library to run its day-to-day activities. However, adequate funding is needed to manage a range of services in the university libraries. Public university libraries need adequate resources to enhance its services, adequately sustain staff job skills, employ adequate qualified personnel, provides current information materials, arrange, organise and monitor human and materials resources. However, Federal and state governments allocations to university libraries is grossly inadequate.

Nevertheless, sources of funding of public university libraries in Nigeria come from primary sources such as federal and state government allocations/subventions and parent institutions. The secondary sources include: donations from funding bodies or private individuals, revenue from commercial activities, example, charges from users fees, fines, charges from services rendered to individual, photocopying and binding facilities, support from external organisations. In the same vein, since no library on its own can meet all the needs of its users, however, partnerships and network with other libraries and organisations, as well as access to other sources of information materials can help the university libraries to increase the range of available resources and satisfy the information needs of its users (Madu, Gomna, Omame, & Abduldayan, 2020; Okafor, 2020).

*Sources university libraries can get funds include:* gifts, private contributions, endowments, international aids, grants, donations, miscellaneous (Okafor, 2020). The librarians should apply for these funds. Gifts and private contributions come in form of cash, book donations from corporate bodies, philanthropists and international organisations. Endowment is a kind of support which is slightly different from gifts. It is a support given to libraries as they grow in prominence due to services rendered. In the same vein, International aids are offered by International bodies/Agencies such as UNESCO, British Council and World Bank. University libraries generate miscellaneous internally, that come from library activities and their patrons. Some of the revenue may come from sales of book, stationery, bindery services, patron's registration fees, fine for late return of borrowed library materials, photocopying and literature search.

*Private funding:* public university libraries may receive donations from individuals, corporation, Alumni, and foundations. These donations can be used to support specific programmes, purchase materials, or improve library facilities. some libraries have endowment funds, which are invested funds that generate income to support ongoing library operations.

*Fees and fines:* University libraries may collect fees for services such as photocopying, binding, printing, or borrowing materials. They may also collect fines for overdue materials. These fees and fines contribute to the library's revenue. Importantly, funding is the life wires and backbones supporting public university library services delivery and needed in the attainment of library set goals. Consequently, this study was carried out to investigate funding library services and enhancing services delivery in public universities in the South-South, Nigeria.

### **Statement of the Problem**

The researchers' preliminary investigations, as well as studies on funding university library services in Nigeria revealed that funding and financial allocations to university library services have remained poor since decades. The library services in Nigerian

universities are not given due recognition and attention they deserve. Hence poor library services delivery to users (Madu, Gomna, Oname, Abduldayan, 2020). Consequently, the issue of library service delivery in universities to users has been a worrisome one due to funding. This deserves a serious attention to ameliorate the situation in public university libraries in Nigeria.

However, studies have been established on poor library service delivery probably due to delay on the side of governments in budgetary allocations/subventions, and this negatively hindered the implementation of the programmes of those libraries and prevent the provision of current materials needed by staff and users, inadequate funding, outdated resources, lack of 21<sup>st</sup> century infrastructure and ICT skills, poor facilities, lack of qualified personnel and funds for staff training, erratic power outages, among others. This is a serious concern and deserves adequate attention. Lack of adequate funds has resulted in provision of relevant text books which has currently been experienced by students and researchers who are in need of the materials.

Thus, this problem adversely affected the university library services and its operations. Therefore, it is imperative to investigate funding library services and enhancing services delivery in public universities in the South-South, Nigeria.

### **Objectives of the study**

The objectives of the study sought to:

- i. ascertain the relationship between government allocations/subventions and enhancing library services delivery in public universities in the South-South, Nigeria.
- ii. ascertain the relationship between private contributions and enhancing library services delivery in public universities in the South-South, Nigeria.
- iii. determine the relationship between internal generated revenue (fees, fines, commercial activities) and enhancing library services delivery in public universities in the South-South, Nigeria.

### **Hypotheses**

1. There is no significant relationship between government allocations/subventions and enhancing services delivery in public universities in the South-South, Nigeria.
2. There is no significant relationship between private contributions and enhancing services delivery in public universities in the South-South, Nigeria.
3. There is no significant relationship between internal generated revenue and enhancing services delivery in public universities in the South-South, Nigeria.

### **LITERATURE REVIEW**

Adequate funding is crucial for university libraries to enhance service delivery, enabling them to acquire resources, maintain infrastructure, and provide quality services like digital access, personnel training, and innovative technologies, ultimately supporting teaching, learning, and research. Irenea Bribena and Eru (2019) stated that the core backbone of library services is hinged to a large extent on the level of funds at its disposal and creative use of the funds. University libraries cannot effectively meet the needs of their users and contribute to the success of the university with insufficient funding. Madu, Gomna, Oname, and Abduldayan (2020) asserted that fund is the oil that keeps the wheels of every organisation running, libraries inclusive. Paucity of fund undermined the acquisition of facilities or equipment such as computers, software

packages, Internet, maintaining building, replacing and updating library collection, training and maintaining staff on regular basis, among others. Funding is the act of providing financial resources, usually in the form of money or other values to finance a need, programme, or project, usually by organisation or company. A library has to be well funded before all necessary information needs could be procured.

On relationships of funding library services and enhancing service delivery, this is in line with Allison, Eddy-Ugorji and Okorafor (2023) study carried out on enhancing library and information service delivery in Nigeria through private public-partnership. Their study adopted survey research design with 50 professional librarians drawn from public universities in Ogun State, Nigeria as population. Total enumeration method was used while structured questionnaire was used for the study. Descriptive statistics with mean and standard deviation was used to analysed the data. Their findings revealed that respondents strongly agreed that funding is the major way university libraries could help improve library and information service delivery in Nigeria. The study further concluded that promoting library and information services delivery, Nigerian libraries collaboration with public private partnership is a welcome development.

Daniels, Wiche and Nsirim (2023) study showed that in this age of technology where there is an app for almost everything, many services are now offered using applications. Organisation, institutions are even creating apps for specific purposes. Libraries are developing applications for services delivery. Library thing is an application used to offer library services. This, therefore showed that, there is a significant relationship between funding library services and services delivery in university libraries. Furthermore, on services delivery in libraries, Nwalo (2012) asserted that the university libraries were established to support their parent institutions in the provision of prints and electronic resources to patrons. Allison, Eddy-Ugorji and Okorafor (2023) affirmed that services delivery in the universities include: reservation services, lending services, information literacy and user education. Similarly, Haruna (2022) listed services provided by the library to include: circulation services, reference services, online information services, inter library loans, information packaging, use of social media, and information literacy skills training.

On other library services delivery, according to Irenoa, Bribena, and Eru (2019) include: virtual/online Reference services, document delivery services, research support services, gaming spaces, Do it yourself (DIY), consultancy services. In the same vein, Igwela and Nsirim (2018) and Daniels, Wiche and Nsirim, (2023) listed library services delivery to include: Circulation services, Reference services, document delivery service, technical activities, IT service, Online information services, interlibrary loans, Current awareness services (CAS), Selective dissemination of information (SDI), Indexing and abstracting services, Information literacy skills training. They also provide services such as lending, provision of seating and study facilities, recreational, library loan services, document delivery, reservation services, bindery service, photocopying service, among others.

Provision of adequate funding is very crucial in the university library services delivery. Human resource is an asset to any organisation because the success or failure of the organisation depends to a large extent on the human capacity. Therefore, 21<sup>st</sup> century librarian should be equipped with competencies and skills by training for awareness of the significant changes and application of their technological knowledge and intellectual masterpiece in order to retain the leading role of the academic libraries in supporting teaching, learning and research. This means that, the 21<sup>st</sup> century

librarian should be armed with competent skills to enhance effective library services to meet client's changing information needs (Lawal, 2022). The librarian of the 21<sup>st</sup> century no longer sits behind the reference desk answering mere reference questions, but rather, actively sells the library's products and services to his community.

According to Eyo (2022) and Eyo (2024) observations, users no longer seek information in the library. Librarians now connect and interact with their varied users, administrators, faculty members and students by employing interpersonal skills strategies. However, funding library services is very crucial in enhancing library services delivery and attainments of the library goals and objectives. Significant relationships exist between funding library services and enhancing services delivery in public university libraries.

METHODOLOGY

This study adopted the survey research design. The study population consists of eighty (80) library personnel (librarians) working in two (2) public universities in the South-South, Nigeria. A total enumeration technique was adopted as sampling technique. Instrument used for data collection for the study was questionnaire. The research instrument was validated. The reliability of the instrument was ascertained by involving librarians at University of Uyo in Akwa Ibom State who were not included in the population of the study. A pre-test was conducted to ascertain the content validity. The research instrument was considered reliable and suitable for the study. Data were analysed using descriptive statistics such as frequency counts, simple percentages, mean and standard deviation and Pearson's product moment correlation at 0.05 level of significance.

FINDINGS OF THE STUDY

The findings of the study are presented in the table below:

Table 1: Questionnaire administration and response rate

S/N	Name of institution	No. of questionnaire administered	No. of useful questionnaire returned	Response rate (%)
1	University of Calabar	47	30	37. 5
2	University of Cross River State	33	30	37. 5
	Total	80	60	75.0

N= 60 (75.0 %)

Table 1 showed that eighty (80) questionnaire were administered to library personnel (librarians) working in public universities in the South-South, Nigeria. Out of these, sixty (60) questionnaire were validly completed and retrieved for analysis, which accounted for 75.0% response rate.

**Ho:** There is no significant relationship between government allocations/subventions and enhancing services delivery in public universities in the South-South, Nigeria.

**TABLE 2: Summary of Pearson’s product moment correlation analysis of the relationship between government allocations/subventions and enhancing services delivery in public universities in the South-South, Nigeria.**

(N = 60)

Variables	N	Mean	SD	r	Sig
Govt. allocs/subventions	60	11.14	1.53	.601 <sup>*</sup>	.000
Enhancing Services delivery	60	15.01	4.11		

<sup>\*</sup>Significant at 0.05 level

The result presented in table 2 shows that the P-value of .000 was less than the chosen alpha level of .05, thus implying that the Ho<sub>1</sub> is rejected. Hence, there was a significant relationship between government allocations/subventions and enhancing services delivery in public universities in the South-South, Nigeria.

**Ho<sub>2</sub>: There is no significant relationship between private contributions and enhancing services delivery in public universities in the South-South, Nigeria.**

**Table 3: Summary of Pearson’s product moment correlation analysis of the relationship between private contributions and enhancing services delivery in public universities in the South-South, Nigeria.**

(N = 60):

Variables	N	Mean	SD	r	Sig
Private contributions	60	10.19	3.01	0.57	.001
Enhancing Services delivery	60	15.01			

<sup>\*</sup>Significant at 0.05 level

In table 3, results presented show that the P-value of .001 was less than the chosen alpha level of .05, thus implying that the Ho<sub>2</sub> is rejected. An r of 0.35 means there was a significant relationship between private contributions and enhancing services delivery in public universities in the South-South, Nigeria.

**Ho<sub>3</sub>: There is no significant relationship between internal generated revenue and enhancing services delivery in public universities in the South-South, Nigeria.**

**Table 4: Summary of Pearson’s product moment correlation analysis of the relationship between internal generated revenue and enhancing services delivery in public universities in the South-South, Nigeria.**

(N = 60)

Variables	N	Mean	SD	r	Sig
Internal revenue	60	10.13	3.12	0.61	.000
Enhancing services delivery	60	15.01	4.11		

<sup>\*</sup>Significant at 0.05 level

In table 4, results presented show that the P-value of .000 was less than the chosen alpha level of .05, thus implying that the Ho<sub>3</sub> is rejected. An r of 0.35 means there was a significant relationship between internal generated revenue and enhancing services delivery in public universities in the South-South, Nigeria.

## DISCUSSION

Findings established significant relationships between funding library services and enhancing services delivery in public universities. This corroborates the findings of Allison, Eddy-Ugorji and Okorafor (2023) that their respondents strongly agreed that funding is the major way university libraries could help improve library and information service delivery in Nigeria. Daniels, Wiche and Nsirim (2023) study supported that in this age of technology where there is an app for almost everything, many services are now offered using applications. Organisation and institutions are even creating apps for specific purposes. Library thing is an application used to offer library services. These, therefore showed significant relationships between funding library services and services delivery in university libraries. However, enhancing services delivery depends on adequate and sufficient funding of library services in public universities by governments, federal and state and their parent institutions. This, therefore, should be sustained on regular basis and given adequate attention for enhance library services delivery.

Findings on services delivery in university libraries revealed high services delivery in public universities in the South-South, Nigeria. From findings, quality services are highly delivered in libraries to library patrons this 21<sup>st</sup> century era. This corroborates the statements of many authors that that the libraries in universities were established to support their parent institutions in provisions of prints and electronic information materials to students. The findings supported Nwalo (2012) assertion that the university libraries were established to support their parent institutions in the provision of prints and electronic resources to patrons. The findings are in tandem with the affirmation of Allison, Eddy-Ugorji and Okorafor (2023) that services delivery in the universities include: reservation services, lending services, information literacy and user education.

Other library services delivery, according to Irenoa, Bribena, and Eru (2019) include: virtual/online Reference services, document delivery services, research support services, gaming spaces, Do it yourself (DIY), consultancy service. Haruna (2022) listed the services provided by the library to include: circulation services, reference services, online information services, inter library loans, information packaging, use of social media, and information literacy skills training. Furthermore, Circulation services, Reference services, document delivery service, technical activities, IT service, Online information services, interlibrary loans, Current awareness services (CAS), Selective dissemination of information (SDI), Indexing and abstracting services, Information literacy skills training, lending, provision of seating and study facilities, recreational, library loan services, document delivery, reservation services, bindery service, photocopying service, among others are services provided by libraries (Igwe & Nsirim, 2018; Daniels, Wiche & Nsirim, 2023). Funding library services is very crucial in the university library services delivery.

## CONCLUSION

The paper concluded that funding library services is a welcome development to enhancing services delivery in Nigerian public universities. There are various services delivered in public universities to users and the university communities in the South-South, Nigeria. Adequate funding enhances library services delivery in public universities in Nigeria.



Significantly, there are relationships exist between funding library services and enhancing services delivery in public universities. Without adequate funds, library services delivery in public universities cannot be enhanced. Therefore, governments, federal and state, parent institutions and library management should take cognisance of the provision of adequate funds to library services in this Information Age to enhance library services delivery in public universities in the South-South, Nigeria. University libraries and librarians should also source for funds outside government allocations/subventions and parent institutions such as internal generated funds, external revenue, private contributions to enhance library services delivery to meet the ever increasing demands of libraries and patrons and to remain relevant in this 21<sup>st</sup> century.

## RECOMMENDATIONS

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

1. Adequate budgetary allocations/subventions should be provided for services delivery in public universities in the South-South, Nigeria. This will positively enhance services delivery in these public universities.
2. There should be attitudinal change towards the investment in library services in Nigerian universities by governments, parent institutions, library management, librarians and other personnel in public universities in the South-South, Nigeria.
3. University libraries should not rely on governments and parent institutions allocations/subventions but source for funds to sustain and enhance the delivery of their services to their clientele.
4. Librarians have to be trained and retrained regularly to acquire and improve their competencies and skills needed for the provision of efficient 21<sup>st</sup> century library services delivery to users.

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