



Enhancing Service Delivery through the Management of Information Resources and Services in University of Jos Library, Plateau State, Nigeria

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Abstract

The study was carried out to investigate Enhancing Service Delivery through the Management of Information Resources and Services at the University of Jos Library, Plateau State, Nigeria. The specific objectives of the study are to find out the types of information resources and services available, identify the challenges in managing information resources and services, and identify the strategies for managing information resources and services. A case study research design was adopted for the study. A sample size of 69 library staff was used for the study. The instruments for data collection were an observation checklist and a questionnaire. Data collected were analyzed using frequency, percentage, and mean with SPSS version 22. The study revealed that resources such as textbooks, journals, magazines, reference materials, periodicals, newspapers, manuscripts, pamphlets, serials, theses and dissertations, visual materials, audio-visual materials, computer facilities, digital libraries, storage devices were found available. The findings also revealed that all the technical services such as research support, acquisition services, indexing services, cataloguing services, databases services, bibliographical compilation, abstracting services, and circulation services were available; Public/readers services such as interlibrary loans, Current Awareness Services (CAS), information help desk, exhibitions and events, computer facilities, reserve services, bindery services, multimedia services reprographic services, were also found to be available. The findings further revealed that low staff motivation and no regular staff meetings were the major challenges in managing information resources and services. The study recommended that university management should budget more funding for library administration to acquire important resources and IT facilities, including audio materials, reference services, etc. by collaborating with donors or research institutions for enhanced service delivery. The institutions and library should also put staff first by organizing training relevant to their job title and providing incentives such as promotions, awards, bonuses, etc., to better performance of staff on service delivery. The study further recommended that the University Governing Council should make stronger support for library autonomy by writing guidelines that highlight the tasks and functions of the Librarian and authorising the Vice Chancellors not to be directly involved in library affairs.

Keywords: Service Delivery, Information Resources Management, University Library, Library Services.

Introduction

Service delivery in libraries refers to the effective provision of various services and resources to meet the informational, educational, and recreational needs of users. These services encompass a wide range of offerings designed to facilitate access to resources, promote information literacy, and support the diverse needs of library patrons (Ashikuzzaman, 2018). The Common library services include circulation services, reference services, information services, learning services, and referral services (Ashikuzzaman, 2018; Chowdhury, 2007; Anand, n.d). Effective management of information resources and services is crucial in enhancing service delivery within libraries. This involves organizing, maintaining, and disseminating information resources to ensure they are accessible and useful to users. The adoption and implementation of Information and Communication Technology (ICT) in university libraries, for instance, has enhanced speedy access to information and other library services without location constraints (Ilesanmi, 2023). Management of information resources/services encompasses various activities including collection development, cataloguing and classification, automation, and user education (Ikegwuiro, et al., 2023). However, university libraries can harness service delivery by providing timely information to their users effectively.

University libraries in Nigeria are crucial for students and faculty, supporting teaching, learning and research. To stay relevant, they need to efficiently manage their resources by acquiring, organizing, and sharing materials. They must also adapt to new technologies, offer easy-to-use services, and handle challenges like information overload and limited budgets. Digital transformation and collaboration with other libraries can help them improve access to resources. The university library according to Onyam and Akpom (2016) is an essential component of the modern university and survival requires demonstrating its value in new ways, embedding itself deeper into the university's core functions of teaching, learning and research. The indispensability of a university library makes it the Central Nervous System of its parent institution. Thus, they are primarily established to support the teaching, learning and research of its parent body. Today on the campus of virtually every higher institution, the library occupies a central position. In its placement and prominence, the university library conveys its integral role in supporting university education's core missions of teaching, learning, and research (Onyam & Akpom, 2016). The university library is an important place for students to obtain information. This implies that the university library, as a home of learning, can provide students with information resources that support academic achievement through the management of information resources and services. With the improvement of information technology and digitization, university libraries have developed from traditional paper libraries to digitization and electronization. With their improvement in electronic information technology, the convenience of information exchange has increased significantly. Students can also make better use of electronic information resources and build a self-awareness system (Dong & Huo, 2022).

In today's digital era, it is crucial for university libraries in Nigeria to effectively handle information resources and services to improve their support for academic needs. Technology is

changing higher education, and libraries must adapt. According to Ma and Li (2017), Information Technology permeates every field and plays a huge role with rapid development of modern technology. The university library also keeps up with the development of the times and constantly innovates in service management modes through modern information technology management means in the age of rapid development of modern information technology. Service management efficiency of university library is improved on the one hand, new channels are also increased for readers on the other hand, and thereby it has far-reaching significance for future development of university library.

Information resources include various materials like books, multimedia, databases, etc. that provide knowledge and information. These resources help inform, educate, and entertain people. Libraries acquire, organize, and disseminate the resources to aid users in getting information across subjects. Information resources according to Ubwa et al., (2021), are those materials that provide knowledge to the user. These resources may be observations, people, speeches, documents, pictures, among others which have a great role to play in developing the society by creating awareness, entertaining, informing and most importantly educating the library users and the society at large through maximum utilization. Davis in Obueze and Echedom (2023) defined print resources as those sources of information that have been published in hard copies in printed format, such as printed books, trade journals, theses and dissertations, daily newspapers, magazines, pamphlets, government reports and other printed documents containing relevant information, while non-printed or electronic information resources include films, disc records, filmstrips, slides, audiotapes, videotapes, compact discs and computer software. One of the services rendered by librarians is to provide the right information resources to its users (Ebeye & Osim, 2022). Library information resources are essential tools in teaching and learning process of any academic community. Members of the academia need library information resources for teaching, learning, research, update of knowledge and personal development (Aladeniyi & Owokole, 2018). Hence, information resources in libraries ranges from print to non-print resources and are often provided for maximum use. These resources must be carefully selected and organized for effective utilization (Ebeye & Osim, 2022). This can be achieved through a multi-faceted approach, including efficient allocation of resources to offer a wide range of materials and services, the implementation of information literacy programmes to teach students how to make the most of these resources, continual assessment to pinpoint areas for enhancement, fostering collaboration among librarians, educators, and students to seamlessly integrate resources into the curriculum, and the monitoring and evaluation of students' academic progress based on their library resource usage, thereby demonstrating the tangible impact of library services on their educational journey.

Information services in a digital library system use technology to collect, store, organize, find, and share information, much like traditional libraries did with physical materials. As opined by the Association of Research Libraries in Onyam and Akpom (2016), a digital library service is an assemblage of digital computing, storage, and communications machinery together with the software needed to reproduce, emulate, and extend the services provided by conventional libraries

based on paper and other material means of collecting, storing, cataloguing, finding, and disseminating information. From a traditional Librarians' point of view, digital system in libraries presents a transformative model of a large-scale, user-centric technology that is moving towards an integrated form with various components. These components come together and function as the Digital Library System making it easier for the library to serve and support its parent institution just as the Central Nervous System (CNS) of the body supports the activities of the body. Obviously, the main function of the Central Nervous System is that it receives incoming information (impulses), analyzes and organizes it, and initiates appropriate action. The CNS is made up of the brain and the spinal cord as well as other components such as the peripheral nervous system etc.

Electronic information services are rendered in most academic libraries across the globe. Such services include Internet access, e-reference services, e-journal access, online and offline database access, current awareness services (CAS), and selective dissemination of information (SDI) among others provided by libraries to its user communities through the use of computer and telecommunication. These services aim for wider reach, ease of access to and use of information by existing and new library patrons, and their continuing provision can only be justified when the services are used or consumed by the targeted users (Umukoro & Tihamiyu, 2016). According to Awwad and Al-majali (2014), "services rendered with the help of Information Technology (IT) are faster and more effective". Based on the aforementioned, it is evident that leveraging Information Technology (IT) in the management of information resources and services in university libraries in Nigeria can lead to enhanced service delivery by making processes faster and more effective. This suggests that incorporating IT solutions into library operations can improve access to information, streamline administrative tasks, and ultimately provide a better experience for library users. Library and information service delivery is essential to libraries. Information services deliveries are library processes and activities that are deployed by libraries to deliver information services and resources to library users and to enhance the activities and productivity of library users (Agoh & Omekwu, 2021).

Librarians must work with their parent institutions, plan strategically, and take action to keep their libraries running long-term. Additionally, it is crucial for their staff to continually update their information management skills, adapting to the ever-evolving information environment to ensure the ongoing vitality of Library and Information Services. In an empirical study conducted by Ezema et al. (2014) found that the librarians' skills in interpersonal, leadership and management are higher than in information technology. Ezema et al., further identified interpersonal, leadership & management and information technology skills are the main skills required by librarians for the emerging digital library environment. The study also found that the librarians' skills in interpersonal, leadership and management are higher than in information technology. Chowdhury (2013) suggested the following measure in-order to be a successful and sustainable digital information services to the libraries; accommodate new and emerging user information behavior; improve digital and information literacy; improve web accessibility to accommodate all kinds of

users, especially those that have special needs; and accommodate new and emerging social networking and the social informatics models in specific areas such as digital education, digital health, digital culture, and so on.

Statement of the Problem

The university libraries in Nigeria are crucial for supporting academic and research activities, but they are confronted with several challenges that hamper effective information resource management and service delivery.

However, the researchers observed that students, staff, and researchers may face ineffective service delivery in the University of Jos Library, Plateau State, which could come from poor management of information resources and services resulting in inadequate staff, inadequate IT infrastructures, limited resources, difficulties satisfying user needs, poor funding, and issues with accessibility and information security as some contributing causes. In order to improve utilisation of information resources for academic development at the university library, it is essential the problem be addressed for effective service delivery. The study therefore investigates how management of information resources and services can enhance effective service delivery at the University of Jos Library, Plateau State, Nigeria.

Research Questions

The following research questions guided the study:

1. What are the types of information resources and services available in University of Jos Library?
2. What are the challenges in managing information resources and services in University of Jos Library?
3. What are the strategies for managing information resources and services in University of Jos Library?

Literature Review

Types of Information Resources and Services available in University Libraries

University libraries provide a wide range of resources and services to support teaching, learning and research. Information resources can be categorized into print, digital, and special collections. Print resources, such as books, scholarly journals, theses, dissertations, and government publications, form the foundational collections of university libraries, catering to various academic disciplines (Singh, n.d). However, digital resources have increased to consist of online databases, e-books, electronic journals, and digital archives, accepting remote access to information far away from the main library as a result of improvements in IT technology. Additionally, special collections, such as rare books, manuscripts, personal papers, and institutional archives, preserve cultural and historical heritage while supporting specialized research (UNCG University Library, 2025). Alongside these resources, university libraries offer essential information services. Reference services assist users in locating information and

developing research strategies, ensuring effective utilization of library resources (National Institute of Open Schooling, n.d). Information literacy instruction, through training sessions and workshops, enhances users' skills in information seeking, evaluation, and ethical use, empowering them to navigate and critically assess information sources (Ashikuzzaman, 2018). Libraries provide services to support and authorise their users to lend resources from other libraries, given that their library is lagging behind. Services for the digital age relating to organisation, dissemination, and preservation include access to digital media laboratories, institutional repositories, and support for open access publishing. However, by providing relevant resources and services, university libraries, as a hub of knowledge, can be paramount with the aid of ICT used for teaching scholars and students effectively for academic excellence.

Service Delivery

Service delivery is the process of providing and delivering services to customers or clients, essential in various industries like healthcare, education, hospitality, transportation, government, and business. Key elements of service delivery include customer focus, service design, service quality, personnel, accessibility, efficiency, recovery, technology and automation, continuous improvement, and customer feedback and evaluation (Mohammed, 2015). Service delivery focuses on meeting customer needs and expectations, ensuring satisfaction and delivering value to the recipients. Key elements include well-trained and motivated personnel, service accessibility, efficiency, recovery, technology and automation, continuous improvement, and customer feedback. Service delivery can vary depending on the nature of the service, industry, and target audience. Overall, successful service delivery requires a customer-centric approach, effective management, and a focus on delivering value to customers for long-term success and sustainability (Indeed Editorial Team, 2022).

Quality service delivery in a university library is crucial for various reasons, including supporting learning and research, enhancing academic success, promoting information literacy, supporting faculty and research, fostering lifelong learning, and fostering a sense of community. A well-managed library provides access to a wide range of academic resources, expert assistance, and a supportive learning environment, which contributes to the overall academic experience and satisfaction of students, faculty, and staff. A strong library with excellent service delivery attracts prospective students and faculty, enhancing the university's reputation and standing in the academic community (Tahleho & Ngulube, 2022). By offering efficient, helpful, and easy-to-use services, the library can become key to academic success and a valuable part of the university community.

Challenges in Managing Information Resources and Services in University Libraries

Managing information resources and services for enhanced service delivery in university libraries comes with several challenges that need to be addressed effectively to ensure the library's continued relevance and effectiveness. One of the foremost challenges is the rapidly evolving landscape of information technology (Agbo & Eyinnah, 2022). With new technologies constantly emerging, university libraries must invest in modern systems and platforms to provide seamless

access to digital resources and maintain up-to-date information services. This requires substantial financial resources and skilled IT personnel to manage and integrate these technologies effectively. Budget constraints pose another significant challenge for library management (Baada, et al., 2020). Adequately funding the acquisition of a diverse and comprehensive collection of information resources, along with maintaining modern infrastructure and trained staff, can be a perpetual struggle. Limited budgets can hinder the ability to subscribe to expensive academic databases and journals, restricting access to crucial research materials for the academic community. Moreover, the exponential growth of digital information poses unique challenges for university libraries in terms of storage, preservation, and retrieval. Managing and preserving digital collections requires robust and reliable infrastructure, sophisticated data management systems, and dedicated personnel with specialized skills in digital curation and preservation (Waweru et al., 2020).

Aina (2014), emphasized that the lack of autonomy in library management often leads to inefficiencies in decision-making, staff coordination, and resource allocation. Similarly, Ochogwu (2019) highlighted that inadequate funding and lack of professional development opportunities for library staff significantly affect the quality of information service delivery in Nigerian university libraries. Addressing these issues requires strategic interventions such as improving staff welfare, enhancing communication channels, and implementing policies that promote the professionalization of library services.

Strategies for Managing Information Resources and Services in University Libraries

Enhancing the management of information resources and services in a university library is a multifaceted endeavor that requires a comprehensive approach to meet the diverse needs of the academic community. A crucial aspect of this enhancement lies in developing a well-structured collection development strategy. Conducting regular needs assessments involving students, faculty, and researchers help in understanding their academic and research requirements. By tailoring the library's collection to cater to these needs, it becomes a valuable academic resource. Embracing digital transformation is also vital in this modern age of information. Investing in online databases, e-books, and digital repositories allows the library to provide remote access to resources, expanding the reach beyond the physical confines of the library building (Waweru et al., 2020). Creating an intuitive and user-friendly library website with advanced search and retrieval functionalities further facilitates efficient resource discovery for library users.

In an empirical study examined by Ebaye and Osim (2022) revealed the significant relationship between the librarian's selective skills and students' use of library resources. Based on these findings, it was recommended, among others that; Librarians should continue to make sure that the right materials are purchase in the library for optimal utilization. Building collaborative partnerships is another strategy that enriches the library's resources and services. Collaborating with other libraries, consortia, and academic institutions facilitates resource sharing and expands access to a wider range of materials. Engaging subject specialists and researchers in collection development and resource identification ensures that specialized needs are met adequately. Continuous staff development is vital for keeping the library's workforce

up-to-date with the evolving trends in library management, technology, and information services (Enweani & Eke, 2018).

Research Method

The study adopted a case study research design. Case study research design according to Egule and Okobia (2008) is a detailed and in-depth analysis of a single phenomenon or sample which can be used for further generalization for the entire population. The target population for this study comprised all the 69-library staff in the University of Jos with 33 professionals and 36 para-professional librarians. A total population sampling technique was used in choosing the sample of 69 library staff at the University of Jos, Plateau State. The instruments for collecting data for the study were an observation checklist and a questionnaire. Sixty-nine (69) copies of the questionnaire were administered personally to the library staff in the sample of the study. The data collected were presented in tables and analyzed using frequency, percentage, and mean to answer the research questions two (2) and three (3) following the four-point rating scale. The data collected was checked for completeness using Statistical Package for Social Sciences (SPSS) version 22. Real limit of numbers was used in interpreting the results as follows: 0.5-1.49 - Strongly Disagree - SD/; 1.5-2.49 - Disagree - D/; 2.5-3.49 - Agree - A/; and 3.5-4.49 - Strongly Agree – SA/. On the scale, the average cut-off mean was 2.50; hence, an item was accepted if it was 2.50 or above. However, it was rejected if it was below 2.50.

Research Question 1: What are the types of information resources and services available in University of Jos Library, Plateau States?

Table 1: Types of Information Resources in University of Jos Library, Plateau State.

S/N	Information resources	Items	A	NA	D
1	Textbooks	√	1(100%)	0(0%)	AV
2	Journals	√	1(100%)	0(0%)	AV
3	Magazines	√	1(100%)	0(0%)	AV
4	Reference Materials	√	1(100%)	0(0%)	AV
5	Periodicals	√	1(100%)	0(0%)	AV
6	Newspaper	√	1(100%)	0(0%)	AV
7	Manuscript	√	1(100%)	0(0%)	AV
8	Pamphlets	√	1(100%)	0(0%)	AV
9	Serials	√	1(100%)	0(0%)	AV
10	Theses and Dissertations	√	1(100%)	0(0%)	AV
11	Audio-visual Materials	√	1(100%)	0(0%)	AV
12	Audio Materials	X	0(0%)	1(100%)	NA
13	Visual Materials	√	1(100%)	0(0%)	AV
14	Computer Facilities	√	1(100%)	0(0%)	AV
15	Digital Libraries	√	1(100%)	0(0%)	AV
16	Storage Devices	√	1(100%)	0(0%)	AV
	AV		15(93.7%)		
	NA		1(6.3%)		

Key: A = Available, NA = Not Available; D= Decision

Table 1 shows Information resources in the University of Jos Library, Plateau State. It is observed from the table that out of sixteen (16) listed information resources, an aggregate of fifteen (15) information resources are available, while one (1) resource is not available. The University of Jos shows that 15(93.7%) are available while 1(6.3%) are not available.

Table 2: Types of Services Available in the University of Jos Library, Plateau State.

S/N	Types of Information Services	Items	A	NA	D
1	Research Support	√	1(100%)	0(0%)	AV
2	Acquisition Services	√	1(100%)	0(0%)	AV
3	Indexing Services	√	1(100%)	0(0%)	AV
4	Cataloguing Services	√	1(100%)	0(0%)	AV
5	Bibliographical Compilation	√	1(100%)	0(0%)	AV
6	Abstracting Services	√	1(100%)	0(0%)	AV
7	Bindery Services	√	1(100%)	0(0%)	AV
8	Circulation Services	√	1(100%)	0(0%)	AV
9	Data bases Services	√	1(100%)	0(0%)	AV
10	Multimedia Services	√	1(100%)	0(0%)	AV
11	Interlibrary Loan	√	1(100%)	0(0%)	AV
12	Documentary Delivery	X	0(0%)	1(100%)	NA
13	Information Literacy Programmes	X	0(0%)	1(100%)	NA
14	I-reference Services	X	0(0%)	1(100%)	NA
15	Current Awareness Services (CAS)	√	1(100%)	0(0%)	AV
16	Information Help Desk	√	1(100%)	0(0%)	AV
17	Exhibitions and Events	√	1(100%)	0(0%)	AV
18	Computer Facilities	√	1(100%)	0(0%)	AV
19	Reserve Services	√	1(100%)	0(0%)	AV
20	Reprographic Services	√	1(100%)	0(0%)	AV
	AV		17(85%)		
	NA		3(15%)		

Key: AV= Available, NA = Not Available; D= Decision

Table 2 above shows the Types of information services available in the University of Jos Library, Plateau State. It is observed from the table that out of twenty (20) listed information services, an aggregate of seventeen (17) information services are available, while three (3) services are not available. The University of Jos shows that 17(85%) are available while 3(15%) are not available.

Research Question 2: What are the challenges in managing information resources and services in the University of Jos Library, Plateau State?

Table 3: Mean Responses of Respondents on Challenges in Managing Information Resources and Services in University of Jos Library, Plateau State.

S/N	Items	Mean	Rank	Decision
1	The university management's interference with the library management	3.48	6 th	A
2	There are inadequate professional staff	3.59	2 nd	A
3	There is no written job specification for each staff	2.32	10 th	D
4	There is low staff motivation	3.78	1 st	A
5	No maintenance of accurate records	3.59	2 nd	A
6	No regular staff meetings	3.59	2 nd	A
7	Security of library resources are ineffective	3.57	3 rd	A
8	Poor organization of information resources	3.56	4 th	A
9	Inadequate storage space and facilities	3.52	5 th	A
10	Inadequate control of human resources	3.46	7 th	A
11	Lack of training opportunities for staff	3.43	8 th	A
12	Inadequate communication between management and staff.	3.35	9 th	A
Cluster Mean		3.44		A

Key: SA = Strongly Agree, A = Agree, D = Disagree and SD = Strongly Disagree

Table 3 presents the mean responses of respondents on the challenges in managing information resources and services in the University of Jos Library, Plateau State. The decision rule states that an item is accepted if the mean score is 2.50 or above and rejected if it is below 2.50. The cluster mean of 3.44, which is significantly above the cut-off mark, indicates that respondents generally agree that there are considerable challenges affecting the management of information resources and services in the library. Also, the mean rank showed that out of the 12 identified challenges, 11 were accepted ($\bar{X} = \geq 2.50$), signifying that most respondents agreed these challenges exist while there is no written job specification for each staff ($\bar{X}=2.32$) was rejected as lowest mean ranked, indicating that this is not considered a major challenge.

Research Question 3: What are the strategies for managing information resources and services in the University of Jos Library, Plateau State?

Table 4: Mean Responses of Respondents on Strategies for Managing Information Resources and Services in University of Jos Library, Plateau State.

S/N	Items	Mean	Rank	Decision
1	The management of the library should rest solely on the librarians with little or no interference by the university management	3.29	8 th	A
2	Adequate professional staff should be employed	3.37	4 th	A
3	Each staff should have a specific job specification	3.43	3 rd	A
4	More incentives should be provided for staff to motivate them	3.43	3 rd	A
5	Accurate records should be maintained	3.46	2 nd	VA
6	Staff meetings should be scheduled regularly	3.25	9 th	A
7	More security of library resources should employ	3.32	6 th	A
8	Proper organization of information resources	3.30	7 th	A
9	Adequate storage space and facilities	3.46	2 nd	A
10	Proper control of human resources	3.33	5 th	A
11	Adequate training opportunities for staff	3.30	7 th	A
12	Proper communication between management and staff	3.54	1 st	VA
Cluster Mean		3.37		A

Key: SA = Strongly Agree, A = Agree, D = Disagree and SD = Strongly Disagree

Table 4 presents the mean responses of respondents and a cluster mean of 3.37 indicates that, on average, respondents agree with the strategies listed for managing information resources and services in the University of Jos Library, Plateau State. The highest-ranked mean showed proper communication between management and staff ($\bar{X}=3.54$), indicating that communication is considered the most critical factor in managing information resources effectively. Also, staff meetings should be scheduled regularly ($\bar{X} = 3.29$) is ranked lowest mean, though still accepted, indicating that while important, it may not be as critical as other factors.

Discussion of Findings

The findings from research question 1 revealed that resources such as textbooks, journals, magazines, reference materials, periodicals, newspapers, manuscripts, pamphlets, serials, theses and dissertations, visual materials, audio-visual materials, computer facilities, digital libraries, storage devices were found to be available; while resources such as audio material, was discovered to be unavailable in University of Jos Library, Plateau State. The findings are buttressed by Ebaye and Osim (2022) who posited that Librarians should continue to make sure that the right materials are purchased in the library for optimal service delivery and utilization. Also, Agbo and Eyinnah (2022) stated that information service delivery in university libraries is determined and influenced by the quality of the collections. This shows that adequate provision of resources goes a long way in making libraries perform their functions.

The findings also from research question 1 further revealed that all the technical services such as research support, acquisition services, indexing services, cataloguing services, databases

services, bibliographical compilation, abstracting services, and circulation services, are available in the University of Jos Library, Plateau State. Public/reader services such as interlibrary loans, Current Awareness Services (CAS), information help desks, exhibitions and events, computer facilities, reserve services, bindery services, multimedia services reprographic services, were also found to be available: while services such as i-reference services, documentary delivery, information literacy programmes were found to be unavailable in University of Jos Library, Plateau State. To corroborate the findings, a positive and considerable combined provision of services for users will contribute to service delivery in university libraries. Supporting this finding, Enweani and Eke (2018) opined that these services collectively contribute to creating a dynamic and supportive environment for academic pursuits within the university community. As technology and educational needs evolve, university libraries continue to adapt and expand their services to meet the changing requirements of their users.

The findings from research question 2 revealed that many challenges are hindering the management of information resources and services in the University of Jos Library, Plateau State, these challenges according to the respondents are: university management interference with the library management, there are inadequate professional staff, there is no written job specification for each staff, there is low staff motivation, no maintenance of accurate records, no regular staff meetings, security of library resources are ineffective, poor organization of information resources, inadequate storage space and facilities, inadequate control of human resources, lack of training opportunities for staff, inadequate communication between management and staff. These challenges align with the findings of Aina (2014), who emphasized that the lack of autonomy in library management often leads to inefficiencies in decision-making, staff coordination, and resource allocation. Similarly, Ochogwu (2019) highlighted that inadequate funding and lack of professional development opportunities for library staff significantly affect the quality of information service delivery in Nigerian university libraries. Addressing these issues requires strategic interventions such as improving staff welfare, enhancing communication channels, and implementing policies that promote the professionalization of library services.

The findings from research question 3 revealed the strategies for managing information resources and services in the University of Jos Library, Plateau State. The result showed that the management of the library should rest solely on the librarians with little or no interference by the university management, adequate professional staff should be employed, each staff should have a specific job specification, more incentives should be provided for staff to motivate them, accurate records should be maintained, staff meetings should be scheduled regularly, more security of library resources should be employed, proper organization of information resources, adequate storage space and facilities, proper control of human resources, adequate training opportunities for staff, proper communication between management and staff. To corroborate the findings, Enweani and Eke (2018) pointed out that continuous staff development is vital for keeping the library's workforce up-to-date with the evolving trends in library management, technology, and information services.

Effectively managing information resources and services in university libraries requires the implementation of strategic approaches that align with the evolving needs of academic libraries. The findings explore key strategies employed by university libraries to optimize the organization, accessibility, and utilization of their resources and services.

Conclusion

Enhancing service delivery in the University of Jos Library, Plateau State, Nigeria, demands an inclusive strategy for the management of information resources and services. These strategies include robust library collections, digital technology take-up, improved user services, more collaboration, continuous human capacity development, effective information literacy, data analytics utilization, etc. By adopting these measures, the University of Jos Library can effectively enhance its' service delivery by providing better support to staff, researchers, and students that is in line with the academic and research mission of the institution.

Recommendations

Based on the findings of the study, the following recommendations are made to enhance the management of information resources and services in the University of Jos Library, Plateau State:

- i. The university management should budget more funding for library administration to acquire important resources and IT facilities, including audio materials, reference services, etc by collaborating with donors or research institutions for enhanced service delivery.
- i. The institutions and library should also put staff first by organizing training relevant to their job title and providing incentives such as promotions, awards, bonuses, etc., to better performance of staff on service delivery.
- ii. The university Governing Council should make stronger support for library autonomy by writing guidelines that highlight the tasks and functions of the Librarian and authorising the Vice Chancellors not to be directly involved in library affairs.

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