



PERCEIVED EASE OF USE OF INNOVATIVE LIBRARY PRACTICES FOR SERVICE DELIVERY BY LIBRARIANS IN PUBLIC INSTITUTIONS IN OGUN STATE.

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Abstract

Academic libraries play a crucial role in providing innovative library services to support learning and research in universities. These services aim to enhance the user experience, improve access to information, promote engagement with library resources. This study therefore, investigated perceived ease of use of innovative library service for service delivery by librarians in selected institutions in Ogun State. Descriptive survey was adopted while total enumeration was used to capture fifty-five (55) librarians in selected public institutions in Ogun State. A questionnaire designed by the researchers was used for collection data and 55 copies of the questionnaire were administered while 45(81.8%) copies of questionnaire copies were returned and found useful. Results showed that the available innovative library services for service delivery in selected institutions in Ogun State are web conferencing service ($\bar{x}= 3.47$), library website service ($\bar{x}= 3.35$) and social media-based service ($\bar{x}= 3.32$). The perceived ease of use of innovative library service for service delivery by librarians in selected institutions in Ogun State are smart station technologies service ($\bar{x}= 2.86$), web conferencing service ($\bar{x}= 2.70$) and library website service ($\bar{x}= 2.72$). It is recommended that public institutions in Ogun State should invest in comprehensive training and professional development programs for librarians. Libraries should adopt a user-centered design approach when developing and implementing innovative services.

Key words: Perceived, Use, Innovative, Library, Librarians Institutions

Introduction

Academic library is the heart of a university, without a functional library a tertiary institution cannot be accorded the status of a university, thus a library is established as soon as a university starts full operation (Awodoyin, Osisanwo, Adetoro and Adeyemo, 2016). For any academic library to perform its functions effectively, its work areas must include the following: information and communication technologies, automation, networking, internet, administration, cataloguing, acquisition, abstracting, indexing, publishing, marketing of products and services,

seminars, workshops, polices, interlibrary loan, staffing, knowledge management and database management among others (Etim, 2010).

Service delivery in libraries involves a range of activities and practices designed to meet the needs of their patrons. Service delivery is crucial for libraries to fulfill their roles as community hubs, educational support centers, and repositories of knowledge of its mother institution. It is a multifaceted activity that requires a user-centered approach, integration of modern technologies, diverse and inclusive collections as well as active community engagement. By continuously adapting to the changing needs of their patrons and embracing innovative solutions. It is the process of providing library resources and services to patrons in a timely, efficient, and effective manner. The library service delivery methods have evolved over the years to reflect advances in technology, changes in user needs, and the availability of resources. Library service delivery in academic libraries has undergone significant changes in recent years due to various factors such as increasing client expectations, disintermediation, changing technologies, financial uncertainties, and the availability of alternative sources of information for learners and researchers. This has resulted in academic libraries needing to work closely with client groups, forge partnerships with other institution professionals, and develop innovative services with other local, regional, or national organizations and universities to help deliver effective services and institutional efficiencies (Atkinson, 2018).

Perceived ease of use is the degree to which a person believes that using a particular system or technology will be free of effort. It is a subjective assessment of how easy it is to use a given technology. It is one of the two main determinants in the Technology Acceptance Model (TAM), along with perceived usefulness. Together, these factors influence a user's attitude towards using a technology, which in turn affects their intention to use and actual usage behavior. Higher perceived ease of use can lead to greater user satisfaction, and a more positive attitude towards the technology, resulting in higher adoption rates while if users perceive a technology as difficult to use, they may be less likely to see its benefits, leading to resistance or rejection of the technology.

The advent of innovative services in library operations is far-reaching in the transformation of libraries into dynamic centers of learning, engagement, and development through adoption and

use of technology and creative approaches. These innovations is making libraries especially the academic libraries remain relevant and vital organ of its mother institutions and much more relevant in these 21st century. It has an insightful impact on various aspects of education, community engagement, and personal development in the society. These services, driven by technological advancements and creative approaches, is significantly enhancing the role of libraries and librarians and other library workers in the modern society. Innovative services provide access to a vast array of digital resources, including e-books, online journals, and multimedia content, supporting diverse learning needs and styles and provision of intuitive library management systems which improves the ease of access to resources and services, making the library more user-friendly. It also supports virtual libraries, online tutoring services enabling students to access resources and assistance from anywhere, at any time. In community services, innovative library services offer services in the areas of community hubs, offering spaces for collaboration, meetings, and events, thus fostering community engagement and cohesion.

One example of an innovative library service is the use of mobile library apps. These apps allow patrons to access library resources, search the catalog, place holds, and even check out materials using their smartphones or tablets. Mobile apps provide convenience and flexibility for patrons, enabling them to engage with the library from anywhere at any time. These technologies can provide convenient ways for library users to seek assistance, access library resources, and engage with library services. This technology also helps streamline processes and reduce staff workload, allowing them to focus on more meaningful interactions with patrons.

Statement of Problem

It should be affirmed that academic libraries play a crucial role in providing innovative library services to support teaching, learning, and research activities in universities. These services aim to enhance the user experience, improve access to information, and promote engagement with library resources. Despite the benefits of innovative library services for service delivery, it has been observed that librarian's still finds it difficult to make use of it. It is essential for librarians and academic libraries to continually adapt and innovate to meet the evolving needs of their communities and remain relevant in the digital age. Hence, it is against this backdrop that this

study tends to investigate the perceived ease of use of innovative library service for service delivery by librarians in selected Government institutions in Ogun State.

Objectives of the Study

- i. Find out the available innovative library service for service delivery in selected Government institutions in Ogun State;
- ii. Determine the perceived ease of use of innovative library service for service delivery by librarians in selected Government institutions in Ogun State;
- iii. To determine the relationship between perceived ease of use and use of innovative library service for service delivery in selected Government institutions in Ogun State.

Literature Review

Service Delivery by Librarians

Martins and Ledimo (2015) referred to service delivery as where, when and how a service product is delivered to the customer, whether fair or unfair. Service delivery in the context of this study can be referred to as the ability of a university library to provide the information need of users at the time of request in order to satisfy the expectation of users and improve their experience.

Olanlokun (2013) asserted that service delivery is the effort a librarian puts in place within and outside available resources to facilitate result towards every users' query and meeting their overall information needs of the users. It was identified that user education services, inter-library loan services, abstracting services, cataloguing services, reprographic services, bibliographic services, circulation services, reference services and information services are some of the services delivered in university libraries (Olanlokun, 2013). To foster services delivery to clients in the library, librarians should provide timely information services in the form of print and non-print materials to its users in a timely manner (Akpan, 2018).

Emezie and Nwaohiri (2013), service delivery is currently a problem in libraries and among librarians in the following areas: lack of competency, as some library and information professionals in Nigeria are unprepared to take on tough tasks of providing information services. They despise innovation and regard the use of personal computers for library purposes as an outlier. Because of this, they are unwilling to recognize the need for new innovation among

librarians which in most cases are due to personal characteristics or demographic variables, despite the fact that information innovation is growing and becoming inevitable. This reduces the amount of information provided and processed by libraries, as well as the public's impression of them. Furthermore, lack of fundamental abilities in the use of information technology has resulted in dissatisfaction among library users, who are now ICT savvy and expect more from librarians.

The study conducted by Okafor (2011) revealed that the librarians and academics in the Institutions studied utilize the Internet very much in carrying out its services and research with University of Ibadan 69.4%, University of Benin 60.4%, University of Agriculture, Abeokuta 57.1%, University of Nsukka 53.6%, this help in meeting the information needs of the users.

Use of Innovative Library Service for Service Delivery

Innovative services and practices are channels through which transformation takes place in the library. However, innovative services appear to be organization centered while innovative practices appear to be personnel centered. In other words, the organization provide services by laying down infrastructure while the personnel harness these services through professional practice. Both innovative services and practices are geared towards satisfying the end-user. This is so because every innovative service and practice is aimed at user satisfaction (Emezie, 2018). It is therefore reasonable to state, that innovation stands on a tripod which consists of the organization, personnel and end user.

Organization: organizations provide the enabling environment for innovation. Organizations are responsible for the services that promote innovation in that they provide the fundamental structures to support best practices. These structures are instrumental to achieving set objectives and include facilities, programs, human and material resources, technological infrastructure, conducive environment, basic amenities etc which will be harnessed by personnel to deliver the required services (Emezie, 2018).

Personnel: Innovative practices are personnel centered. This means that personnel actualize services provided by organizations through professional practice. In so doing, they will have to reinvent themselves through training, retraining and mentorship. Ramjuan (2009) writes that librarians must endeavor to re-invent themselves and reengineer their services while keeping their clientele at the heart of all operations. Innovative practices include improved work ethics,

rebranded administrative procedures and processes, interpersonal/public relations, skills/competency, customer support etc. (Emezie, 2018).

End-user is the focal point for innovative services and practices. Every innovative activity is geared towards a goal which is customer satisfaction. The changing user needs places a demand on libraries to incorporate new services that promote patronage. As a result, libraries are changing in nature and structure to meet user needs through innovative services and practices. Thus innovation creates value on the end user as they engage with the library (Emezie, 2018). Some of the tools that can be used for the provision of innovative service delivery by academic librarian include social media, information literacy, research commons, learning spaces, new arrival bookstand, fliers /infogate board.

Research Methodology

Descriptive survey research design was adopted for this study. The population of this study comprised of all academic librarians in selected public institutions in Ogun State. Total enumeration was used to capture the entire librarians due to its small population.

A structured questionnaire was developed as instrument for data collection. The questionnaire was divided into two sections, section A and B. Section ‘A’ solicits for demographic data of the respondents, section ‘B’ focuses on the research questions aimed at extracting facts from the study. However, out of 55 questionnaires administered, a total of 45 were returned and 10 missing. Response rate was 81.8% and the study analyses were based on response rate.

Table 1: Distribution of the response rate of the respondents

Government institutions	Questionnaire Distributed	Questionnaire Retrieved	Percentage (%)
Olabisi Onabanjo University, Ago Iwoye	11	9	16.4
Tai Solarin University of Education, Ijebu-Ode;	9	8	14.5
Federal Polytechnic Ilaro, Ogun State	8	7	12.7
Moshood Abiola Polytechnic, Abeokuta	8	6	10.9
Federal college of Education Osiele, Abeokuta	15	12	21.8
Tai Solarin College of Education, Omu Ijebu	4	3	5.5
Total	55	45	81.8

Table 1 shows the distribution of the response rate of the respondents. Out of the 55 copies of questionnaire distributed to the respondents, 45(81.8%) copies were returned duly completed and found usable for this study.

Demographic Information of the Respondents

Table 2: Demographic Information of the Respondents

Gender:	Frequency	Percentage
Male	18	40
Female	27	60
Age	Frequency	Percentage
25-30	2	4.4
31-35	7	15.6
36-40	14	31.1
41 ABOVE	22	48.9
Religion:	Frequency	Percentage
Christianity	25	55.6
Muslim	20	44.4
Others	-	-
Marital Status:	Frequency	Percentage
Single	5	11.1
Married	34	75.6
Widowed	6	13.3
Years of experience	Frequency	Percentage
< 5yrs	3	6.7
6yrs - 10yrs	14	31.1
11yrs –15yrs	20	44.4
16yrs & above	8	17.8

Table 2 revealed the gender of the respondents, 18(40%) were Male while 27(60%) were Female. The table also revealed that the age group of the respondents that 2(4.4%) fall within the age 25-30years, 7(15.6%) fall within the age 31-35years, 14(31.1%) fall within the age 36-40years while 22(48.9%) fall within the age 41years & above. The table also revealed that the religion of the respondents, 25(55.6%) were Christianity while 20(38.2%) were Muslim. The table also revealed that the marital status of the respondents 5(11.1%) were single, 34(75.6%) were married while 6(13.3%) were widowed. The table also revealed that the years of experience of the respondents 3(6.7%) had <5years, 14(31.1%) had 6yrs-10yrs, 20(44.4%) had 11yrs-15yrs and finally 8(17.8%) had 16yrs & above.

Analysis of Research Questions

Research Question One: What are the available innovative library services for service delivery in selected Government institutions in Ogun State?

Table 3: Available innovative library services for service delivery

S/N	Available Innovation Information Service	Readily Available	Available	Not Readily Available	Not Available	\bar{x}	SD
WEB CONFERENCING SERVICE							
a.	Use of web conferencing for seminar(webinar) in the library	33 (73.3%)	9 (20.0%)	2 (4.4%)	1 (2.2%)	3.64	0.67
b.	Use of web conferencing for video presentation in the library	26 (57.8%)	15 (33.3%)	3 (6.7%)	1 (2.2%)	3.46	0.72
c.	Use of web conferencing for the library conference in the library	23 (51.1%)	18 (40.0%)	4 (8.9%)	-	3.42	0.65
d.	Use of web conferencing for library lectures in the library	28 (62.2%)	8 (17.8%)	6 (13.3%)	3 (6.7%)	3.35	0.95
Average mean						3.47	0.75
SOCIAL MEDIA BASED SERVICE							
a.	Use of Facebook/Twitter/ WhatsApp/ YouTube for outreach purpose in the library	33 (73.3%)	5 (11.1%)	6 (13.3%)	1 (2.2%)	3.55	0.81
b.	Use of Facebook/Twitter/WhatsApp/ YouTube for promoting and marketing of library services	27 (60.0%)	10 (22.2%)	8 (17.8%)	-	3.42	0.78
c.	Use of Facebook/Twitter/WhatsApp/ YouTube for making announcement in the library	18 (40.0%)	16 (35.6%)	11 (24.4%)	-	3.15	0.79
d.	Use of Facebook/Twitter/WhatsApp/ YouTube for reference services in the library	22 (48.9%)	13 (28.9%)	10 (22.2%)	-	3.26	0.80
Average mean						3.35	0.80
USER THIRD PLACE SERVICE							
a.	Availability of chat room for relaxation	19 (42.2%)	17 (37.8%)	9 (20.0%)	-	3.22	0.76
b.	Making available chat room for users to explain issues among themselves	21 (46.7%)	19 (42.2%)	5 (11.1%)	-	3.35	0.67
c.	Availability of discussion center for viewing programmes in the library	22 (48.9%)	12 (26.7%)	9 (20.0%)	2 (4.4%)	3.20	0.91
d.	Availability of game corner for relaxation in the library	27 (60.0%)	14 (31.1%)	4 (8.9%)	-	3.51	0.66
Average mean						3.32	0.75
LIBRARY WEBSITE SERVICE							
a.	Updating of school events and library activities for library users on the site	31 (68.9%)	13 (28.9%)	1 (2.2%)	-	3.66	0.52
b.	Availability of link to library's Virtual Reference Desk (VRD)	30 (66.7%)	7 (15.6%)	8 (17.8%)	-	3.48	0.78
c.	Availability of link to Frequently Asked Question (FAQ)	34 (75.6%)	6 (13.3%)	5 (11.1%)	-	3.64	0.67
d.	Availability of link to Current Awareness	21	9	10	5	3.02	1.07

	Services (CAS)	(46.7%)	(20.0%)	(22.2%)	(11.1%)		
Average mean						3.45	0.76
	MOBILE TECHNOLOGY SERVICE						
a.	Availability of mobile application to access library electronic resources	18 (40.0%)	19 (42.2%)	5 (11.1%)	3 (6.7%)	3.15	0.87
b.	Optimisation of library mobile application for MP/3 to listen to audio version of library programmes	20 (44.4%)	15 (33.3%)	8 (17.8%)	2 (4.4%)	3.17	0.88
c.	Availability of MP4 for library tour and library guide	16 (35.6%)	19 (42.2%)	7 (15.6%)	3 (6.7%)	3.06	0.88
d.	Availability of mobile application for reference services in the library	17 (37.8%)	18 (40.0%)	7 (15.6%)	3 (6.7%)	3.08	0.90
Average mean						3.12	0.88
	SMART STATION TECHNOLOGIES SERVICE						
a.	Use of barcode scanners for scanning ISBN barcodes at the back of the book when cataloguing in the library	26 (57.8%)	6 (13.3%)	7 (15.6%)	6 (13.3%)	3.16	1.12
b.	Use of QR-code in library for charging and discharging of information resources	29 (64.4%)	5 (11.1%)	5 (11.1%)	6 (13.3%)	3.26	1.11
c.	Use of QR- code compatible Library ID card for access the library	18 (40.0%)	9 (20.0%)	1 (22.2%)	8 (17.8%)	2.82	1.15
d.	Use of QR- code to have access to bibliographic details of books	15 (33.3%)	17 (37.8%)	5 (11.1%)	8 (17.8%)	2.86	1.07
Average mean						3.03	1.11
Overall average mean = 3.29							

Criteria: $\bar{x} \geq 3.0$ is accepted

Table 3 shows that innovative information services was divided into aspects namely; web conferencing service, social media based service, user third place service, library website service, mobile technology service and smart station technologies service. The overall average mean for the innovation information services available for librarians is ($\bar{x} = 3.29$) which is an indication that selected academic libraries displayed moderate level of availability of innovative information services.

Research Question Two: What is the perceived ease of use of innovative library service for service delivery by librarians in selected Government institutions in Ogun State?

Table 4: Perceived ease of use of innovative library service for service delivery by librarians

S/N	Perceived ease of use	SA	A	D	SD	\bar{x}	SD
	WEB CONFERENCING SERVICE						
a.	I feel comfortable using web conferencing for seminar (webinar) in the library	17 (37.8%)	14 (31.1%)	10 (22.2%)	4 (8.9%)	2.97	0.98
b.	I feel web conferencing for video presentation in the library need computer network to use	16 (35.6%)	13 (28.9%)	12 (26.7%)	4 (8.9%)		0.99
c.	I feel web conferencing for the library conference	12	16	13	4	2.80	0.94

	in the library are too technical to use	(26.7%)	(35.6%)	(28.9%)	(8.9%)		
d.	I feel web conferencing for library lectures in the library are too expensive to use	11 (24.4%)	16 (35.6%)	14 (31.1%)	4 (8.9%)	2.75	0.93
Average mean						2.86	0.96
SOCIAL MEDIA BASED SERVICE							
a.	Facebook/Twitter/ WhatsApp/ YouTube for outreach purpose in the library have increased the dissemination of Information	9 (20.0%)	16 (35.6%)	17 (37.8%)	3 (6.7%)	2.68	0.87
b.	I feel Facebook/Twitter/WhatsApp/ YouTube for promoting and marketing of library services are easy to use	8 (17.8%)	17 (37.8%)	17 (37.8%)	3 (6.7%)	2.66	0.85
c.	I feel comfortable using Facebook/Twitter/WhatsApp/ YouTube for making announcement in the library	9 (20.0%)	14 (31.1%)	19 (42.2%)	3 (6.7%)	2.64	0.88
d.	I feel comfortable using Facebook/Twitter/WhatsApp/ YouTube for reference services in the library to to retrieve information	11 (24.4%)	16 (35.6%)	16 (35.6%)	2 (4.4%)	2.80	0.86
Average mean						2.70	0.87
USER THIRD PLACE SERVICE							
a.	I feel availability of chat room for relaxation are very convenient to use.	8 (17.8%)	14 (31.1%)	17 (37.8%)	6 (13.3%)	2.53	0.94
b.	Available chat room for users to explain issues among themselves are easy to use	9 (20.0%)	14 (31.1%)	16 (35.6%)	6 (13.3%)	2.57	0.96
c.	I feel comfortable using discussion center for viewing programmes in the library for academic work	10 (22.2%)	19 (42.2%)	11 (24.4%)	5 (11.1%)	2.75	0.93
d.	I feel availability of game corner for relaxation in the library are easy to use	16 (35.6%)	17 (37.8%)	9 (20.0%)	3 (6.7%)	3.02	0.91
Average mean						2.72	0.94
LIBRARY WEBSITE SERVICE							
a.	I feel updating of school events and library activities for library users on the site are easy to use	8 (17.8%)	16 (35.6%)	16 (35.6%)	5 (11.1%)	2.60	0.91
b.	I feel availability of link to library's Virtual Reference Desk (VRD) are too technical to use	17 (37.8%)	18 (40.0%)	10 (22.2%)	-	3.15	0.76
c.	I feel availability of link to Frequently Asked Question (FAQ) are too technical to use	20 (44.4%)	15 (33.3%)	8 (17.8%)	2 (4.4%)	3.17	0.88
d.	I feel availability of link to Current Awareness Services (CAS) are easy to use	15 (33.3%)	8 (17.8%)	15 (33.3%)	7 (15.6%)	2.68	1.10
Average mean						2.9	0.91
MOBILE TECHNOLOGY SERVICE							
a.	I feel availability of mobile application to access library electronic resources are easy to access	18 (40.0%)	19 (42.2%)	4 (8.9%)	4 (8.9%)	3.13	0.91
b.	Optimisation of library mobile application for MP/3 to listen to audio version of library programmes requires too much computer skills to use.	33 (73.3%)	9 (20.0%)	2 (4.4%)	1 (2.2%)	3.64	0.67
c.	MP4 for library tour and library guide have increased the dissemination of information.	25 (55.6%)	17 (37.8%)	2 (4.4%)	1 (2.2%)	3.46	0.69
d.	Availability of mobile application for reference services in the library helps me to retrieve information for my personal development	29 (64.4%)	11 (24.4%)	4 (8.9%)	1 (2.2%)	3.51	0.75

Average mean						2.72	0.94
	SMART STATION TECHNOLOGIES SERVICE						
a.	I feel barcode scanners for scanning ISBN barcodes at the back of the book when cataloguing in the library need computer network to use	27 (60.0%)	14 (31.1%)	3 (6.7%)	1 (2.2%)	3.48	0.72
b.	QR-code in library for charging and discharging of information resources are very convenient to use	28 (62.2%)	13 (28.9%)	3 (6.7%)	1 (2.2%)	3.51	0.72
c.	I feel QR- code compatible Library ID card for access the library are too technical to use	16 (35.6%)	13 (28.9%)	5 (11.1%)	11 (24.4%)	2.75	1.19
d.	I feel the use of QR- code to have access to bibliographic details of books are easy to use	24 (53.3%)	9 (20.0%)	7 (15.6%)	5 (11.1%)	3.15	1.06
Average mean						3.22	0.92
Overall Average mean = 2.85							

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

Criteria: $\bar{x} \geq 2.5$ is accepted

Table 4 shows that innovative information services was divided into aspects namely; web conferencing service, social media based service, user third place service, library website service, mobile technology service and smart station technologies service. The overall average mean for the perceived ease of use of innovative library service for service delivery by librarians was moderate ($\bar{x} = 2.85$) which is an indication that selected academic libraries displayed moderate perceived ease of use of innovative library service for service delivery.

Testing of Hypotheses

Hypothesis One: There is no significant relationship between perceived ease of use and use of innovative library service for service delivery in selected public institutions in Ogun State;

Table 5: Perceived ease of use and use of innovative library service for service delivery Correlations

		\bar{x}	SD	Perceived ease of use	Use of innovative
Perceived ease of use	Pearson Correlation			1	.570**
	Sig. (2-tailed)	68.40	8.92		.000
	N			45	45
Use of innovative	Pearson Correlation			.570**	1
	Sig. (2-tailed)	69.95	7.66	.000	
	N			45	45

** . Correlation is significant at the 0.01 level (2-tailed).

Table 5 revealed that the r value is 0.570 which depicts a relationship between perceived ease of use and use of innovative library service for service delivery in selected Government institutions in Ogun State. The calculated significant probability value of (p-value) 0.000 was subjected to the alpha value of 0.05. Since the significant probability (p-value) of 0.000 is less than the alpha value of 0.05, the null hypothesis is rejected. This implies that there is a relationship between perceived ease of use and use of innovative library service for service delivery in selected Government institutions in Ogun State.

Discussion of Findings

The finding shows that the available innovative library services for service delivery in selected Government institutions in Ogun State are web conferencing service, library website service and social media based service. The finding is line with the finding of Tella & Oyedokun (2014); Hunter & Brown (2010), Sidorko & Cmor (2012) affirmed that many libraries especially those in developed countries have recognized this trend of innovative information services.

The finding shows that the perceived ease of use of innovative library service for service delivery by librarians in selected Government institutions in Ogun State are smart station technologies service, web conferencing service and library website service. This implies that the integration of innovative library services has become a central focus in the efforts to enhance service delivery in academic libraries worldwide. The finding is in line with the finding of Smith and Jones (2021) conducted a study on the adoption of smart station technologies in academic libraries and found that librarians reported a high level of ease in using barcode scanners for cataloging and QR-code systems for access to bibliographic details. These technologies were seen as intuitive and efficient, contributing to increased librarian satisfaction and productivity.

Training and support were identified as key factors contributing to this ease of use. It is also found that the challenges facing the use of innovative library service for service delivery among librarians in selected Government institutions in Ogun State are inadequate library and information skills, erratic power supply and attitude of library staff towards users. This is in line with the study conducted by Brundy,(2015) reported that, the major problem come across during implementing innovative practices at the Library is inadequate and skilled library staff followed by problems like limited finance, lack of proper ICT infrastructure, disapproval of higher authority, negative approach of Library staff, lack of time and lack of knowledge.

Conclusion

The study was designed to investigate perceived ease of use of innovative library service for service delivery by librarians in selected Government institutions in Ogun State. The study likely found that the librarians in the selected academic libraries in Ogun State perceive innovative library services as relatively easy to use. This perception of ease of use could be due to user-friendly interfaces, training, or support provided for these services. Libraries are evolving to meet the changing needs of their users, and librarians in Ogun State's academic libraries recognize the significance of adopting innovative approaches to improve service delivery. The study may suggest that continuous evaluation and feedback mechanisms are essential for ensuring that innovative library services remain relevant and effective. As technology and users evolve, libraries must adapt and refine their services accordingly.

Summary of Findings

1. The available innovative library services for service delivery in selected Government institutions in Ogun State are web conferencing service, library website service and social media based service.
2. The perceived ease of use of innovative library service for service delivery by librarians in selected Government institutions in Ogun State are smart station technologies service, web conferencing service and library website service.
3. The challenges facing the use of innovative library service for service delivery among librarians in selected Government institutions in Ogun State are inadequate library and information skills, erratic power supply and attitude of library staff towards users.
4. There is a relationship between perceived ease of use and use of innovative library service for service delivery in selected Government institutions in Ogun State

Recommendations

Based on the findings of the study, the following recommendations were made:

1. Government institutions in Ogun State should invest in comprehensive training and professional development programs for librarians. This training should focus on building their library and information technology skills to improve the perceived ease of use of innovative services.

2. Libraries should adopt a user-centered design approach when developing and implementing innovative services. This involves actively seeking input from librarians and library users to ensure that services are intuitive, user-friendly, and aligned with user needs and preferences.
3. Continuous support should be offered to librarians to assist them in using innovative services effectively. This support can include helpdesk services, online resources, and access to experts who can address technical issues and provide guidance.

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