



IMPACT OF FEE-BASED LIBRARY SERVICES ON SERVICE DELIVERY IN PRIVATE UNIVERSITY LIBRARIES IN EDE, OSUN STATE

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ABSTRACT

Libraries are under pressure to think out of the box by looking at the possibilities of fee based, cost recovery and profit potentials for their perpetual survival. Therefore, this study examined the impact of fee-based library services on services delivery using two private universities in Osun State, as a case study.

Descriptive survey was adopted for the study. The population of the study consisted of the 42-library staff in the two private universities in Osun State while questionnaire was used for data collection. The data collected were analysed using descriptive statistics.

Findings revealed that fee-based library services available in the two private universities library were computer typesetting, consultancy services, online searching, internet browsing and fines for overdue items. Also, Fee-based library services have meaningful impact on service delivery. Fee-based services were hindered by absence of quality services in the library, gross resistance to the concept of fee-based services, inadequate expertise and skills for marketing library products and services, negative user's perceptions of fee-based services and user dissatisfaction.

The concluded that, the need for the incorporation of the fee-based library services for service delivery in academic libraries is long overdue in view of the paucity of funds and low budgetary allocation to the libraries by the government and the parent institution and therefore recommended incorporation of an effective fee-based library services such as registration services, translation services, issuing non-book materials, indexing and abstracting, membership fees among others.

Keywords: *Impact, Fee-Based Library Services, Service Delivery, Private University Library.*

Background of the Study

A library is an institution that obtains, organizes, forms, and disseminates data assets in all disciplines to those who require them with small or no cost connected. Libraries play a major part in giving the substance required by library clients. They energize and advance learning and understanding information exercises. Library clients can get parts of books to examine and increment their information. Most vitally, libraries are extraordinary stages for making progress. Understudies get assignments in lessons and the library makes a difference with reference fabric. This, in turn, upgrades the understudy's learning capacities and information. It too makes a difference in our advancement as a entirety. Clearly, in education of higher

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learning, both the teachers and understudies for the most part depend on the data assets within the library for their scholarly interest. No question quick and simple getting to such assets quickens both scholastic and inquiries about exercises viably (Abubakar, 2016).

A common denominator in all definitions of the advanced library is the concept of benefit (Anyaeibu, 2016). The cutting-edge library is benefit-situated. Through library administrations, clients can get the data they require ideally from different media, and the benefits of different accessible look apparatuses. Luthfiyah, (2016) clarified that the most important reason for the administration given by the library is to assist clients in discovering the writing or data required so that clients can take advantage of the data sources that the library has. Library administrations are library offices and exercises in giving administrations to library clients. The execution of all these administrations is balanced with the condition of the curator and the requirements of the users. The quality of library administration alludes to the desires of clients (Reddy, 2017). Hence, a great benefit is the administration that can meet the wants and desires of clients. A great library is a library that can give administrations to each user rapidly and accurately. Library administrations are given to clients utilizing the taking-after standards. Akinsanmi F. J. S, Adedokun J. O, Nweze G. N & Aniobi C.S (2022). Suggested that the public sector should of necessity undergo fundamental changes that would raise its level of competence and service delivery to the citizens. However, the private sector should practice the same thing.

Administrations are universal, administrations are not as were given to certain individuals, but are given to clients in common; user-oriented benefit, within the sense that it is for the good thing about the clients, not the interface of the chief and utilizing teach, to guarantee security and consolation in utilizing the library. (Sudarshan, 2015). This suggests that the fruitful conveyance of offices and administration libraries can be measured utilizing criteria for recurrence or borrowing library materials and the level of guest fulfillment. Library administrations proceed to create together with the times, particularly the administrations of scholarly libraries college

By and large, a scholastic library is partitioned into three which incorporate the college library, the polytechnic library, and the college library. For this study, the ponder will be constrained to the college library. Anyaeibu and Wali (2019) characterized college libraries as libraries set up by the college exclusively to back educating, learning, and investigating within the institution. They bolster the scholastic program of the college through their information resources and offices. Within the acquisition of these data assets, each teacher within the college educational modules is given genuine thought. The push of each library particularly college libraries is to convey data administrations and assets that will improve the thinking about and investigate yield of the client community (Rhima, 2014).

Administrations advertised by the college libraries incorporate the arrangement of an organized collection of printed or other materials or a combination thereof, to back instructing, learning, and inquire about a (Abubakar, 2016). The college library also gives reference administrations and all conceivable data needs for analysts, understudies, scholarly staff as well as the college communities. College libraries give specialized administrations such as bookbinding, printing, publication, and reprographic administrations. These administrations are aimed at guaranteeing the quick availability of accessible print and non-print data assets to staff and understudies at all times. These Data administrations by and large incorporate referral administrations (RS), Current Mindfulness Administrations (CAS), Specific Dispersal of Data (SDI), Web Administrations (IS), Inter-Library Advance Administrations (ILLS), Reference Administrations (RS) and Circulation Administrations (CS) (Agoh & Omekwu, 2021)). It is vital to point out that these administrations provide access to data assets, which are put away in a library collection and can be opened in an electronic environment.

In any case, separated from the common routine services given by the college libraries to their clients, there exist clusters of specialized administrations through which the library can raise reserves. One of the

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improvements in library administration is fee-based library and data administration. This kind of benefit is alluded to as fee-based library administrations.

Fee-based library administrations grant an expanded capacity to serve bigger library clientele palatably, empower libraries to offer administrations to library clients and others that they would not something else has been able to supply, and bring in a valuable sum of additional wage that plowed back into library benefit pointed at fulfilling clients way better. In any case, perceptions and writing uncovered that very numerous variables are militating against these vital fee-based library administrations such as estimating approach, destitute framework offices, and users' disappointment among others, and if the slant is permitted to proceed, scholarly libraries' clients are denied get to crucial data they require that a few of the libraries might not have the capacity to secure before long. It is in this preface that this consider looked for to look at fee-based library administrations and benefit conveyance in Adeleke College Library Ede and Tekena Tamuno Library Savior College Ede, Osun State.

Aim and Objectives of the Study

The aim of this study is to examine the effects of fee-based services on service delivery in Adeleke University Library Ede and Tekena Tamuno library Redeemer University Ede, Osun State. Specifically, the study sought to:

- Find out the fee-based library services available in Adeleke University Library Ede and Tekena Tamuno library Redeemer University Ede, Osun State.
- Determine the impact of fee-based library services on service delivery in Adeleke University Library Ede and Tekena Tamuno library Redeemer University Ede, Osun State.
- Identify the factors militating against fee-based library services in Adeleke University Library Ede and Tekena Tamuno library Redeemer University Ede, Osun State.
- Determine the strategies to enhance effective fee-based services in Adeleke University Library Ede and Tekena Tamuno library Redeemer University Ede, Osun State.

Significance of the Study

The result of this study is expected to be beneficial to the taking-after partners: college administration, library administration, curators, library benefactors, and analysts. To the college administration, this ponder will contribute altogether to the existing information and understanding of fee-based library administrations and their suggestions for colleges. The result is aiming to be profitable to college specialists in planning them for the long run, permitting them to discover other sources of reserves to move forward with library administrations.

Library administration will also benefit from fee-based library administrations since the library will be prepared with the required enlightening and materials required for successful

benefit conveyance. Furthermore, great arranging by library administration will make an environment that will their fee-based administrations to be well known to their imminent clients and additionally offer assistance to them to distinguish the different implies by which they can produce stores inside.

The finding will also help library patrons to be mindful of the fee-based administrations that are accessible within the library. It would offer assistance to the understudies, to create recognize, grasp, and empower the collaborative, speedier, and social nature of fee-based library administrations. Moreover, library supporters will have the required educational materials made accessible to them both in amount and quality. Moreover, it gives distant better; much better; a higher; stronger; an improved">a distant better plausibility for people who need to maximize time for private ponders on fee-based library administrations, and at last, analysts will utilize the findings of this research as a base for encourage inquire about subsequently upgrading inquire about and grant.

Methodology

The clear overview inquiries about the plan were utilized for this think about. This strategy was embraced for this consideration to get the viewpoint of library staff within the two private colleges around the effect

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of fee-based library administration conveyance in private college libraries in Ede, Osun State. This plan was suitable for the ponder since it allowed the combination of both subjective and quantitative approaches to get the vital information for the study.

Population of the Study

The target populace for this study comprised all the library staff within the two private college libraries in Ede, Osun State. The preparatory examination conducted by the analysts through earlier visits to the libraries indicated that there were forty-two (42) library staff over the two private college libraries in Ede, Osun State. The populace dispersion is displayed in Table

Table 1: Sample size

University	Number of library staff		Total
	Librarians	Library Officers	
Adeleke University Ede	7	7	14
Redeemers University Ede	6	22	28
Total	13	22	28

Source: Author field, 2024

The sample measure for the study is the whole library staff in Adeleke College Library Ede and Redeemers College Library Ede in Osun State. Add up to identification testing procedures were received for the ponder. This testing method was considered suitable because of the small and sensible estimate of the populace.

Research Instrument

The instrument utilized to assemble information for this study was an organized survey labeled “Fee-Based Library Administrations and Benefit Conveyance Questionnaire” (FLSSD). The utilization of a survey is germane since it can reach a huge number of respondents and evoke information rapidly and financially. Information collected for the study was analyzed utilizing clear measurements.

Findings and Discussion

1. What is the fee-based library services available in Adeleke University Library and Tekena Tamuno Library?

Table 2: Fee-based library services available

Fee-based library service	Available		Not available	
	N	%	N	%
Online searching	36	87.5	5	12.2
Internet browsing	35	85.4	6	14.6
Recovery for textbook	35	85.4	6	14.6
Renting out conference hall	29	70.7	12	29.3
Document supply from other libraries	6	14.6	35	85.4
Computer type setting/Printouts	41	100.0	0	0.0
Sales of discarded books	5	12.2	36	87.8
Library card replacement	13	31.7	28	68.3
Binding/lamination	13	31.7	28	68.3
Consultancy services	36	87.8	5	12.2

Source: Field Survey 2024

Results in Table 2 uncovered that the lion's share of the respondents claimed that the taking after fee-based library administrations were accessible in Adeleke College Library and Tekena Tamuno Library: computer

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typesetting/ printouts (41, 100.0%), consultancy administrations (36, 87.8%), online searching/literature looking (36, 87.8%), web browsing/e-mail (35, 85.4%). Other fee-based library administrations accessible were recuperation for reading material (35, 85.4%) and leasing out conference halls/meeting rooms (29, 70.7%). Be that as it may, library administrations such as enrollment expenses for essential clients, enrollment expenses for non-library individuals, and deal of disposed of books were shown by the larger part of the respondents were not accessible. This suggests that there were different shapes of fee-based library administrations accessible in Adeleke College Library and Tekena Tamuno Library which were computer typesetting/ printouts, consultancy administrations, online searching/literature looking, web browsing/e-mail, and fines for past due things.

Other fee-based library administrations accessible were recuperation for course reading deals of library distributions and leasing out conference halls/meeting rooms. In any case, library administrations such as participation expenses for essential clients, participation expenses for non-library individuals, dealing of disposed of books, report supply from other libraries / interlibrary credits, interpretation administrations, issuing audio-visual and other non-book materials, and ordering & abstracting were shown by the lion's share of the respondents were not accessible. Adeleke College Library and Tekena Tamuno Library must expand their fee-based library administrations to incorporate interpretation administrations, issuing audio-visual and other non-book materials, ordering & abstracting, enrollment expenses for essential clients, participation expenses for non-library individuals as well as the deal of disposed of books, record supply from other libraries / interlibrary credit.

2. What is the impact of fee-based library services on service delivery in Adeleke University Library and Tekena Tamuno Library?

Table 3: Impact of Fee-Based Library Services on Service Delivery

Item statement	Agreement score		Disagreement score	
	N	%	N	%
It has enabled the library to generate additional income	39	95.1	2	4.9
It has helped to increasing library services	39	95.1	2	4.9
It has increased library patronage	41	100.0	0	0.0
It has enhanced library's goodwill	41	100.0	0	0.0
It enables the library to be self-sufficient and able to carry out projects independently	41	100.0	0	0.0
It has engendered quality services delivery in the library	41	100.0	0	0.0

Source: Field Survey 2024

Table 3 presented the answer to research question two on the impact of fee-based library services on service delivery in Adeleke University Library and Tekena Tamuno Library. The result revealed that nearly all the respondents unanimously affirmed that fee-based library services had enabled the library to be self-sufficient and able to carry out projects independently (41, 100.0%), engendered quality services delivery in the library (41, 100.0%), increased library patronage (41, 100.0%) and that it has enhanced library's goodwill (41, 100.0%). Also, fee-based library services enable the library to generate additional income and it has helped to increasing library services. This means that fee-based library services have meaningful impact on service delivery in Adeleke University Library and Tekena Tamuno Library in that it enabled the library to be self-sufficient and able to carry out projects independently, engendered quality services delivery in the library. increased library patronage, enhanced library's goodwill, helped to generate additional income and helped to increasing library services. Therefore, fee-based library services are

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necessary and should be adopted in academic libraries such as Adeleke University Library and Tekena Tamuno Library for them to be self-sufficient and to enhance their services delivery.

3. What are the factors militating against fee-based library services in Adeleke University Library and Tekena Tamuno Library?

Table 4: Factors Militating Against Fee-Based Library Services

Item statement	Agreement score		Disagreement score	
	N	%	N	%
Poor planning/ pricing policy	3	7.3	38	92.7
Absence of quality services in the library	0	0.0	41	100.0
Gross resistance to the concept of fee-based services in libraries	0	0.0	41	100.0
High costs of fee-based library services	0	0.0	41	100.0
Inadequate expertise and skills for marketing library products and services	0	0.0	41	100.0

Source: Field Survey 2024

The result on the factors militating against fee-based library services in Adeleke University Library and Tekena Tamuno Library revealed that most of the respondents disagreed with the statements that Absence of quality services in the library (41, 100.0%), Gross resistance to the concept of fee-based services in libraries (41, 100.0%), Inadequate expertise and skills for marketing library products and services (41, 100.0%), Negative users perceptions of fee-based services (41, 100.0%) and User dissatisfaction (41, 100.0%). This implies that library-based services in Adeleke University Library and Tekena Tamuno Library were not hindered by absence of quality services in the library, gross resistance to the concept of fee-based services in libraries inadequate expertise and skills for marketing library products and services, negative user's perceptions of fee-based services and user dissatisfaction. In other words, fee-based library services were well received by the generality of the users and staff were equally living up to the task of the service provision. Hence, the library should capitalize on the numerous benefits inherent in fee-based library services to the advantages of the users, the library and the parent institution as a whole.

4. What are the strategies that will enhance effective fee- based services in Adeleke University Library and Tekena Tamuno Library?

Table 5: Strategies to Enhance Effective Fee-Based Services

Strategies	Agreement score		Disagreement score	
	N	%	N	%
Employment of adequate professional and non-professional staff	41	100.0	0	0.0
Making of good policies to support fee-based library services by the library host institutions and stakeholders	41	100.0	0	0.0
Mother institution of the library and stakeholders should grant autonomy for the library professionals	41	100.0	0	0.0
There should be training of staff to acquire technical skills	41	100.0	0	0.0
There should be understanding among university libraries by making policies to support the agreement between the libraries	41	100.0	0	0.0

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Source: Field Survey 2024

Table 5 presented the result on the strategies that will enhance effective fee based services in Adeleke University Library and Tekena Tamuno Library. The result revealed that all the respondents agreed that the strategies that will enhance effective fee based services in Adeleke University Library and Tekena Tamuno Library, Oyo State were employment of adequate professional and non-professional staff, making of good policies to support fee-based library services by the library host institutions and stakeholders and that the parent institution of the library and stakeholders should grant autonomy for the library professionals. Other strategies as agreed upon by the respondents were training of staff to acquire technical skills, understanding among university libraries by making policies to support the agreement between the libraries and provision of adequate funds for libraries to operate.

Summary of the findings

The study assessed the impact of fee-based library services on service delivery in Adeleke University Library and Tekena Tamuno Library. Four research questions were raised and answered in the study. From the data analyzed, the following are the summary of major findings:

- i. There were various forms of fee-based library services available in Adeleke University Library and Tekena Tamuno Library which were mainly computer typesetting/ printouts, consultancy services, online searching/literature searching, internet browsing/e-mail and fines for overdue items.
- ii. Fee-based library services have meaningful impact on service delivery in Adeleke University Library and Tekena Tamuno Library in that it enabled the library to be self-sufficient and able to carry out projects independently, engendered quality services delivery in the library. increased library patronage, enhanced library's goodwill, helped to generate additional income and helped to increasing library services.
- iii. Fee-based services in Adeleke University Library and Tekena Tamuno Library were not hindered by absence of quality services in the library, gross resistance to the concept of fee-based services in libraries inadequate expertise and skills for marketing library products and services, negative user's perceptions of fee-based services and user dissatisfaction.
- iv. The strategies that will enhance effective fee-based services in Adeleke University Library and Tekena Tamuno Library were found to be employment of adequate professional and non-professional staff.

Conclusion

The study brings to light the inevitability for the academic libraries to move from non-profit organization to a fund generating unit for self-sustenance. There is the need, therefore, to incorporate the fee-based library services such as registration services, translation services, issuing audio visual and other non-book materials, indexing & abstracting, membership fees for primary users, membership fees for non-library members as well as sale of discarded books, document supply from other libraries / interlibrary loan and others for service delivery in academic libraries so as to meet the information needs of the diverse users of academic libraries in Nigerian universities.

Recommendations

Ensuing upon the discoveries of the study, the taking after recommendations are put forward:

- i. It is fundamental for Adeleke College Library and Tekena Tamuno Library to expand their fee-based library administrations to incorporate interpretation administrations, issuing sound visual and other non-book materials, ordering& abstracting, participation expenses for essential clients and participation expenses for non-library individuals
- ii. Fee-based library administrations are fundamental and ought to be embraced in scholastic libraries so as to be self-sufficient and to improve their administrations conveyance.

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- iii. In arrange to maintain the fee-based library administrations, there is the requirement for the business of satisfactory proficient and non-professional staff, making of great arrangements to back fee-based library administrations by the library have institutions and partners which the parent institution of the library and partners ought to allow independence for the library experts.

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