ASSESSMENT OF QUALITY IN THE LIBRARY SERVICES DELIVERY OF FEDERAL UNIVERSITY OF TECHNOLOGY, OWERRI, IMO STATE, NIGERIA

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ABSTRACT: *The issue of quality library services to users of academic libraries has been a worrisome one due to the state of some of our academic libraries, staff and economy of the country. Oftentimes libraries are not funded adequately by the government whether federal or state, hence poor and inefficient manpower and structures in our academic libraries. The study therefore, assessed the quality in the library services delivery of Federal University of Technology, Owerri library, Imo State, Nigeria which revealed the facilities and problems associated with FUTO library in the discharge of its duties. The survey research method was adopted while a structured questionnaire titled "Assessment of Quality in the Library Services Delivery of Federal University Owerri Library Questionnaire" (AQLSDFLQ) was the instrument for data collection. The study was guided by six (6) objectives and six (6) research questions. The entire FUTO library staff formed the population of the study which is 130 staff made up of all the full time library staff comprising of professionals, para-professionals and non-professionals excluding the 16 registry staff posted to the library. Data collected from respondents were analyzed using simple descriptive method, percentages and results tabulated. The findings revealed that FUTO library has a lot of challenges that hinder quality library services delivery which included but not limited to poor funding, inconvenient facilities/buildings, lack of needed skills by staff, lack of mentorship and trainings, e.t.c. It was recommended that FUTO management should make adequate funds available for the upkeep of the library, employ staff with the necessary technical/technological skills, provide convenient facilities/buildings, organize trainings on ICT skills to mention but a few. If the recommendations are strictly adhered to, FUTO library will improve in its services to a great extent.*

KEYWORDS: assessment, quality, quality services, FUTO library, library services, services delivery

INTRODUCTION

Quality Assessment or management which is also referred to as quality control is the process of ensuring that products and services meet required specifications and customers' expectations (Hakes, 2007). Quality assessment or assurance is a method used in developing products that are responsible for systematically monitoring different aspects of services, processes or facilities to detect and correct problems or variances that fall outside of established standards or requirements. Quality in the delivery of goods and services is now accepted as a critical aspect of business management in all fields since it is realized that only by satisfying its customers can an organization hope to retain its customer base and indeed expand it for future. It should be understood that it is not just in commercial context that the concept has meaning because in those institutions providing services to the public, the issue of delivering quality service is equally important (Al-Ibrahim, 2014). Therefore in discussing the concept of quality service and the various approaches to assuring this, the idea that it applies to both the private and public sector is included (Douglas and Judge, 2001). Flexstudy, (2011) in Al-Ibrahim (2014), recorded that the current concept of quality service can be traced back to the early 1950's when the United States had a monopoly in fields of such as Agriculture, consumer electronics and car manufacturing. Kaynak (2003) argues that one of the main reasons why quality service became a problem was that there seemed to be no understanding of the fact that an organization's quality management practices were closely tied to organizational performance. In other words, it did not seem to be appreciated that customers or clients were unwilling to pay for poor quality products that resulted from a lack of effective quality management (Sila, 2007).

Statement of the Problem

A visit to most academic libraries would leave one with mouth agape. This is because some of the academic libraries are understaffed, lack basic information resources, fittings and furniture, inadequate accommodation etc (Ventura College Accreditation Team, 2004). This has culminated to poor services rendered to the clientele, hence a lack of users information needs satisfaction. At other times, services are sub-standard in value due to lack of commitment on the part of library staff on duty. Poor library services rendered to users especially students and lecturers in Universities and other academic libraries have almost led to a defeat in the aim of establishing academic libraries. That is why Ubogu and Okiy (2011) opined that libraries are like water and air which have become an integral part of human existence and that libraries are called memory of human race which are supposed to stock in their shelves the records of man's thoughts, dreams and inventions. This paper is therefore proposed to x-ray the issue of quality services delivery in Federal University of Technology, Owerri library and also make recommendations.

Objectives of the Study

The main objective of this investigation is to assess the quality of library services rendered to users of Federal University of Technology Owerri library.
The specific objectives are to:

a. Find out the types of services rendered in FUTO library.
b. Determine the adequacy of funds given to FUTO library.
c. Ascertain the skills of staff employed in FUTO library.
d. Know the level of acceptance of FUTO library collections.
e. Find out the convenience of FUTO library facilities/buildings.
f. Identify the challenges facing FUTO library staff in rendering quality services to users.

Research Questions

The following research questions guided the study:
a. What types of services are rendered in FUTO library?
b. How adequate is FUTO library funded?
c. What are the skills of staff employed in FUTO library?
d. What is the level of acceptance of FUTO library collections?
e. How convenient is FUTO library facilities/buildings?
f. What are the challenges faced by FUTO library staff in rendering quality services to users?

Significance of the Study

Apart from assessing and ensuring quality in the services rendered by FUTO library to its users, the study will go a long way in sensitizing the staff and users of the library on the types of library materials it has in stock and the services rendered. The adequacy or inadequacy of funds provided by library management will be x-rayed hence solutions will be proffered on the challenges in FUTO library. The study will also bring to bear the issue of lack of co-operation and mentorship among library staff and the Library Management will bridge this gap with strict adherence to the recommendations to be given. Therefore, this study will help the management of FUTO library and other academic libraries to know how to manage their libraries for optimal use and assure quality library services especially in the satisfaction of users' information needs.

LITERATURE REVIEW

History of Quality

The issue of quality evolved through a long historical span as a way of responding to the increasing need for standardization in service delivery. The relationship between services delivery, consumer expectation and consumer satisfaction dates back to ancient periods of man's history. Since interactions and exchange started among men and the societies, there has always been the need to make service delivery an elicit satisfaction and a consequent repeat on the transaction. Going back to 1700 BC, Dennis (1997) in Al-Ibrahim (2014) recorded that King Hammurabi, the ruler of the Babylonian Kingdom made a very strong ruling on products quality and liability in the construction sector by stating that "if a builder constructed a building, then it falls into pieces and the owner is killed then the builder shall also receive death penalty, and if the children of the owner are killed too, then the builders children shall also die". Comparatively, more recently, however, at the end of the 13th century, artisans started to form guilds in order to develop product quality

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and organize themselves formally. According to American Society on Quality, the guilds adopted responsibility for the quality of goods and services offered by their members, setting and maintaining certain standards for guild membership (ASQ, 2004). During this period, the products of these artisans were frequently inspected and high quality goods were marked with special symbols (Wolek, 1999). A method that was used continually until the industrial revolution at the beginning of the 19th century, research on the medieval guilds indicates that quality assurance has a strong basis in historical business and professional practices and that it developed out of a need to control the quality of goods at a time in history where most goods were handmade rather than being mass produced (Al-Ibrahim, 2014). It went further to be established around specialized tasks performed by workers with the introduction of mass production, the need to monitor the quality of components produced by large number of workers required, inspectors especially during the first world war when manufacturing and processing became more complex with larger number of workers being supervised. During this period, work men could earn more money by the production of extra productions, a situation that led to poor quality workmanship being passed on to the assembly lines.

The modern concept of quality assurance was introduced during world war 11 and the impact of mass production required during this period made it necessary to introduce an improved form of quality control known as Statistical Quality Control (SQC). SQC is the concept that every production piece cannot be fully inspected into acceptable and non-acceptable batches. This is perhaps the reason for the endorsement of the formation of International Standard Organization (ISO) in 1946.

After the acceptance and endorsement of International Standard Organization, other individual countries established their national standard organization, for instance in Nigeria, there is Standard Organization of Nigeria (SON) which is an affiliate of International Standard Organization (ISO). SON has been in existence since 1971 and is concerned with the duty of developing codes of minimum requirements and procedures, recommended practices applied in manufacturing industries, as well as building and construction companies. Furthermore standards seem to be the key feature in the concept of quality (Nwosu, 2014).

Definition of Terms

Library Services
These are services provided by the library to the users which include instructions on how to access and use library materials. The library services/facilities include circulation or users services, reference services, online reservation of books, current awareness services, recommendation of library materials, library loan services, photocopying, printing, orientation and information sessions, selective dissemination of Information, audio-visual service and multi-media section (IST, 2015).

What is Quality and Quality Assurance?

Quality as defined by Ifidon and Ifidon, (2007) is what it takes to satisfy the needs of users in the academic libraries. Also quality management as suggested by Singh, Kumar and Kaur (2018) is the basis for library management in general. Quality is also submitted as consistency or excellence of standards in products or services. In another definition, Adebayo (2006) considers quality assurance as a way of measuring, improving and maintaining the quality of any human activity that has value. This activity may be academic, sports, performance, business, economy e.t.c.

In the academic setting, especially in higher education in Nigeria, National Universities Commission (NUC) and National Board for Technical Education (NBTE) were established to ensure that procedure and standards are maintained and adhered to in order to ensure that high quality products are produced from the Nigerian Universities and other tertiary institutions. In the field of librarianship, Librarians' Registration Council of Nigeria is the body that checks quality and standard delivery services to users of the library. Ekhaguere (2006) identified four (4) major reasons for implementing quality in products and services.

They are as follows:
- ✓ Quality Assurance is in the long run a cost cutting mechanism although good quality is even higher.
- ✓ Human beings generally act rationally that they would normally prefer good quality to poor quality.
- ✓ A good quality product shows competence on the part of the producer and enhances its prestige nationally and internationally.
- ✓ Poor quality education gives rise to poor economic growth and conditions. Moreover, the cost of retraining poor quality graduates is enormous. Therefore, quality assurance process involves setting up standards and ensuring that the standards established are adhered to and reviewed periodically.

From the above discourse, one can categorically say that quality assurance is designed to ensure standards in production procedures in order to meet a stated value (Nwosu, 2014).

Background to the study

Libraries established, funded and maintained by institutions of higher learning in pursuance of the objectives of their institutions are called academic libraries (Opara, 2011) and (Nnadozie, 2005). According to Librarians' Registration Council of Nigeria (2014), the objectives of academic libraries are:

- ✓ To support their parent institution in the transmission of knowledge through research.
- ✓ To support their parent institution in the conservation of existing knowledge.
- ✓ To create knowledge through research.
- ✓ Provision of information resources for recreation and for personal self-development of users.

The above objectives are not attainable without adequate capacity building which cuts across financial support, adequate space and seats, integration of electronics resources, furniture and fittings (Ifidon and Ifidon, 2007). In the same vein, Oduagwu, (2002) holds that academic libraries are homogenous in nature, that is to say they deserve students, lecturers and researchers who are in the same study environment or from other Universities. To ensure that quality is assured and standards maintained in academic libraries, Nigerian Institutional Regulatory Bodies such as National Universities Commission (NUC), National Board for Technical Education (NBTE), Librarians' Registration council of Nigeria (LRCN) and the National Commission for Colleges of Education (NCCE) have specified the minimum requirements for accreditation of the academic libraries and library schools including other programmes offered in any institution of higher learning. The specifications also affect the staffing, collections, buildings, space provision and provision of furniture and fittings.

The minimum requirements and specification in library parlance are called library standards. For instance, the standard specification for any academic library seating capacity is one quarter of its population (1/4 of users) (Ifidon and Ifidon, 2007). In view of the above, academic libraries strive to maintain the standards specified by their regulatory bodies and users' satisfaction is predicated on the meeting of these standards. It is against this backdrop that the concept "quality" is integrated into library and information services in academic libraries.

Background of the Federal University of Technology Owerri Library (FUTO)
The Federal University of Technology Owerri (FUTO) library was established alongside its parent institution in 1981. It was situated at Lake Nwaebere in Aladinma Owerri but now relocated to its permanent site at Obinze Owerri west. The pioneer University Librarian of FUTO library was Mr. J.C. Anafulu of blessed memory. A makeshift library was established in a classroom block arranged with shelves that could accommodate about ten thousand (10,000) volumes of library resources. Some other professional staff members were employed to help in the full kick off of the library on 9th of November, 1981. The library had about 2,500 volumes as at the time of opening. On 12th May, 1993, the relocation of the University took the University library to its permanent site at Obinze, Owerri West. FUTO library is presently housed in three (3) gigantic buildings as follows:

- ✓ E-library building where the office of the University Librarian is situated. It is a white duplex behind the main library building.
- ✓ Library phase IV which is connected to the FUTO bookshop through a walkway is a two-storey building.
- ✓ The main library building where we have the users' services unit is a bungalow where students and other users read and go for other information needs.

The three (3) library buildings are situated at the same place and are centrally located at a convenient distance from the hostels, classrooms, laboratories and in a serene environment. It has different Units such as Processing Unit where cataloguing and classification of newly acquired

resources are done, Serials Unit, Users' services/Circulation Unit, ICT Unit, Acquisitions Unit, Rare Collections Unit, Documents Unit, Reprography Unit, Current Awareness Services/Selective Dissemination of Information Unit, Gifts and Exchange Unit, Research Training and Statistics Unit, Institutional Repository Unit, Bibliography Unit, Innovative Unit where games for leisure like ludo, draft, chess and other light reading materials are kept and finally embedded library Unit that services the Schools or Departmental libraries. FUTO library staff strength is 146 and is divided into 46 professionals, 40 para-professionals, 44 library assistants and 16 clerical staff. The library opens for duties by 8am from Monday to Friday and closes by 6pm because they run shift duty. The library collections are over 60,000 volumes including e-resources, books and serials materials. The library is automated and uses FUTOSPACE, ALEXANDRA software for its internet services and Webscience database is still on course.

Areas Where Quality Services Delivery Are Highly Needed In Academic Libraries
 The areas where quality services are mandatorily needed in academic libraries are as follows:

Library Collections: FUTO Library collections are made up of electronics and hard copies. Library collections are the bed rock of library services in every academic library and also they represent the strength of services. Collections of academic libraries should be large, comprehensive, up-to-date and comprise of both electronics and hard copies and also of good quality. The value of library collections is measured by the extent of use of the materials by users and the size of the collections. ALA (2006) outlined the provision of authoritative and up-to-date resources that support the mission and vision of a University and the needs of undergraduates and other users. There is no basic standard for the size of the collections but library resources should adequately support particular user needs. But some writers opposed this idea of no standard size of library collections in Universities that is why the Ventura college (2004) recommended initial total minimum collections of 50,960 volumes of books, serials, videos, films, e-resources and other items to get to 378,000 volumes. Ifidon (1985) in Adebayo (2009) recommends 50,000 volumes for a basic collection an annual increase of 15,000 volumes, while 12,000 volumes was recommended by Clap and Jordan for an enrolment of 600 students.

Staffing: The relevance of personnel to the achievement of goals and objectives of academic libraries should not be over emphasized. Members of staff of libraries are the activators of functions and services in every library. Ogundipe, (2009) described how library staff use their expertise in evaluating and anticipating users' needs through selection and acquisition of relevant information resources, delivering information to the users through document delivery services, current awareness services and provision for the development of new services. Furthermore, Obaseki, Salisu and Momoh, (2010) described library staff as the ultimate knowledge workers in every library whether academic, public or special library. The management of any University must be strategic partners with their libraries. According to Budd, (1998), librarians must possess the following skills as follows:

- ✓ Strong technical and technological pace which include knowledge of the appropriate selection and application of technology to solve information problems, data based design and the principle of organization of information.
- ✓ Understanding of the characteristics of information transfer including users' information seeking behavior and information generation activities within the various disciplines.
- ✓ Skills in identifying and analyzing the information needs of various constituencies served and how the information need would be met through the complex information agencies.etc.

The Librarians' Registration Council of Nigeria (2014) recommended that academic library should be staffed by a mix of relevant personnel which include academic librarians who are professionals, para-professionals and other support staff. It went further to give the composition of library staff to be professionals 35%, para-professionals and other support and technical staff 65%. Furthermore, National Universities Commission (NUC) guidelines (2007) recommended staffing of academic libraries to be as follows:

-The ratio of professional librarians to non-professional is 1:3
-Non-professional librarians to students enrolment is 1:50
-Professional librarians to students enrolment is 1:200

Academic library staff in FUTO must be well motivated by way of training and sponsorship to conferences and workshops.

Library Building and Facilities: Library buildings provide a platform for conducting the services of the   library. Specifically library buildings provide reading space, collections, equipment, offices and work rooms. These are location, space, expandability for future expansion, illumination and aesthetic qualities. An academic library must be centrally located as it is in FUTO library which enables it to be accessed easily by the users. The space should be adequate for library collections, seats and offices. The design must be beautiful or aesthetic and should be flexible in order to accommodate extension or expansion in future. It must also be well-ventilated and well-lit. American Library Association (ALA) (2006) made some recommendations that library buildings and facilities should be safe and environmental friendly to serve the purpose with which it was established and should be able to foster collaboration, communication and cooperation among users e.t.c. With the standard buildings and facilities in place, staff of academic libraries would be in a conducive environment to discharge their duties optimally.

Budgeting And Funding: A budget is a quantitative expression of a plan for a defined period (Rajaram 2003). According to LRCN (2014) guidelines, a University Librarian shall be responsible for the   preparation and submission of the library's annual budgets. It states that the library shall be allocated a minimum of 15% of the yearly recurrent expenditure. Other Internally Generated revenues means like provision of internet services, bindery, reprographic and other consultancy services should be used to augment in the running of the library. Funding is the provision of money on a regular basis for functions, services and it is a critical factor in the

management of academic libraries. It was also argued for stable and adequate funding for academic libraries through adequate budgetary provisions and other sources since libraries are not in a position to generate substantial income. Other intervention agencies like Tertiary Education Trust Fund (TETFUND) are needed for library development. Nnadozie (2005) therefore, recommended adequate funding and prudent management of available funds which would enable libraries' management to implement motivational schemes for staff, purchase of current publications and acquire multi-media materials e.t.c.

Automation: Information acquisition, storage, handling and dissemination have been tremendously and positively affected by computer technology. Especially in this period of covid-19 pandemic, there has been a shift in information handling from physical resources to digital or e-resources. All routine duties involved in collection development, readers' services (circulation and reference services), serials management and technical services are being accomplished by computer and related technology. Computer application has remarkable benefits to academic libraries like provision of fast, effective and efficient service, ease of generation of vital statistical records, cost reduction. Aina (2003) warns that library automation should not be done in a hurry because its cost effectiveness is high.

RESEARCH METHODOLOGY

The survey research method was used for this study while the research instrument tagged "Assessment of Quality in the Services Delivery of FUTO Library Questionnaire" (AQSDFLQ) was used. The population of the study was all the staff of FUTO library made up of 46 professionals, 40 para-professionals, and 44 library assistants totaling 130 staff. The 16 clerical staff are not directly involved in core library duties that is why they were not used as respondents. Given that the population is not large and thus manageable, the entire population of 130 staff members of FUTO library was adopted. Therefore, the 130 questionnaires designed and distributed were all returned through the help of the researchers' colleagues in the Research, Training and Statistics Unit whose duty it is to help researchers distribute and collect the questionnaires. There was a 100% return rate of distributed questionnaires. Four-point likert scale was used such as Strongly Agree (SA), Agree (A), Disagree (D), Strongly Disagree (SD), then Available (A), Not Available (NA). Data collected were analyzed using simple descriptive method, tables and simple percentages.

DATA ANALYSIS AND RESULTS

Research Question 1: What types of services are rendered in FUTO library?

Table 1: Services Rendered in FUTO Library

S/N	TYPES OF SERVICES RENDERED IN FUTO LIBRARY	A	NA
1.	Membership Registration and Reference Services	130(100%)	0 (0%)
2.	Embedded Library Services/Selective Dissemination of Information	130(100%)	0 (0%)
3.	Reprographic/Technical/photocopying, cataloguing and Classification services.	130(100%)	0 (0%)
4.	ICT/Internet/Book lending and institutional repository Services.	130(100%)	0 (0%)
5.	Users/Readers advisory Services	130(100%)	0 (0%)
6.	Serials and current awareness services	130(100%)	0 (0%)
7.	Research , Training and Statistics/ Rare Collections Services	130(100%)	0 (0%)
8.	Innovative/Research Commons/book selection and acquisitions Services.	130(100%)	0 (0%)
9.	Social Media Services/ book displays, exhibition and Reserved book services.	130(100%)	0 (0%)
10.	Bibliographic and indexing/abstracting services	130(100%)	0 (0%)
11.	Turn-it-in Plagiarism check Services	130(100%)	0 (0%)

Table 1 above reveals the types of services rendered by Federal University of Technology Owerri library. From the table, all the respondents agreed that FUTO library offers all the above mentioned services to users. All the 130 questionnaires circulated were returned and all the respondents agreed that FUTO library offers the above services ranging from reference services to turn-it-in plagiarism check on journals of lecturers and students' projects. Therefore, there is 100% response n return rate.

Research Question 2: How adequate is FUTO library funded?
TABLE 2: Funding of FUTO Library

S/N	STATEMENT	SA	A	D	SD
13.	FUTO library is adequately funded	0 (0%)	0 (0%)	20 (15.38%)	110 (84.62%)
14.	There is timely and judicious disbursement of funds provided	0 (0%)	0 (0%)	10 (7.69%)	120 (92.31%
15.	There is proper check on the funds disbursement by the library Management.	0 (0%)	5 (3.85%))	25 (19.23%)	100 (76.92%)
16.	The funds are used in acquisitions of relevant and current lib-rary resources including internet facilities	0 (0%)	60 (46.15%)	35 (26.92%)	35 (26.92%)
17.	There is enough funds to support appropriate staffing and staff trainings	0 (0%)	0 (0%)	10 (7.69%)	120 (92.31%)

Table 2 above shows that FUTO library is not adequately funded with 20 (15.38%) and 100 (84.62%) respondents in disagreement that it is adequately funded. Most of the respondents disagreed with the statements in the table above showing that FUTO library is not adequately funded. Furthermore, it is deductible from the table that the little funds provided are used in acquiring some relevant and current library resources including internet facilities with 60 (46.15%) respondents in agreement.

Research question 3: What are the skills of staff employed in FUTO libra
TABLE 3: Responses on skills of FUTO library staff

S/N	STATEMENT	SA	A	D	SD
18.	Possession of Technical Skills	10 (7.69%)	35 (26.92%)	10 (7.69%)	75 (57.69%)
19.	Possession of Technological skills	0 (0%)	20 (15.38%)	35 (26.92%)	75 (57.69%)
20.	Ability to solve information problems	40 (30.76%)	50 (38.46%)	30 (23.07%)	10 (7.69%)
21.	Ability to design/manage database	25 (19.23%)	35 (26.92%)	40 (30.76%)	30 (23.07%)
22.	Ability to transfer or disseminate information	40 (30.76%)	60 (46.15%)	15 (11.53%)	15 (11.53%)
23.	Ability to generate information sources	75 (57.69%)	25 (19.23%)	20 (15.38%)	10 (7.69%)
24.	Skills in Print-based Production	40 (30.76%)	60 (46.15%)	10 (7.69%)	20 (15.38%)
25.	Possession of good communication and writing skills	58 (44.61%)	47 (36.15%)	17 (13.07%)	8 (6.15%)

Table 3 reveals that some FUTO library staff possess some of the needed skills for quality services delivery but are lagging in some of the skills. In possession of technical skills, 10 (7.69%) strongly agreed that FUTO staff possess technical skills, 35(26.92%) agreed, 10(7.69%) disagreed while majority of the respondents strongly disagreed that the FUTO library staff possess the needed skills

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required for quality services delivery. In the Possession of Technological skills, no staff strongly agreed to it but 20 (15.38%) respondents agreed, 35(26.92%) disagreed and 75 (57.69%) respondents strongly disagreed. This shows that FUTO library staff members were yet to possess all the needed skills to ensure quality services delivery to the users.

Research Question 4: What is the level of acceptance of FUTO library collections?
Table 4: Responses on FUTO Library Collections

S/N	STATEMENT	SA	A	D	SD
35.	FUTO library collections are current and are acquired in line with collection development Policy	30 (23.07%)	5 (3.85%)	35 (26.93%)	60 (46.15%)
36.	FUTO library resources are relevant to the fields of study	58 (44.62%)	42 (32.30%)	20 (15.38%)	10 (7.70%)
37.	Journals in FUTO library are available and Accessible	22 (16.92%)	15 (11.54%)	55 (42.30%)	38 (29.24%)
38.	Electronic resources are available	60 (46.15%)	45 (34.62%)	10 (7.70%)	15 (11.53%)
39.	The Essential Electronics Agricultural library (TEAL) for School of Agriculture and other software like HINARI for Health, and other software for other Schools in FUTO are available	52 (40.0%)	38 (29.24%)	25 (19.23%)	15 (11.53%)
40.	Availability of plagiarism/visibility software are available and accessible.	110 (84.62%)	20 (15.38%)	0 (0%)	0 (0%)

Table 4 above reveals the level of acceptance of FUTO library collections. Some of the respondents agreed that FUTO library collections are current and acquired in line with collection development policy with 30(23.07%) and 5 (3.85%) agreeing, while 35(26.93%) and 60 (46.15%) disagreed. This shows that acquisition of resources was not guided by the acquisition policy. The same affirmation also went to the relevance of FUTO library resources with acceptance level of 58(44.62%) and 42(32.30%). The availability of e-resources of different schools and Departments in FUTO also have high response rate of acceptance and there is plagiarism software to check the originality of publications of lecturers and students' projects. Admittedly, from the responses given, FUTO library collections are acceptable to staff.

Research Question 5: How convenient are FUTO library facilities/buildings?

Table 5: Responses on FUTO library facilities/buildings

S/N	STATEMENT	SA	A	D	SD
26.	FUTO library has enough space for reading And in conformity with LRCN guideline	0 (0%)	20 (15.38%)	68 (52.31%)	42 (32.31%)
27.	It has ample space for Postgraduate research	0 (0%)	23 (17.69%)	70 (53.85%))37	37 (28.46%)
28.	FUTO library has proper lighting effects for reading and proper ventilation	0 (0%)	3O (23.07%)	66 (50.77%)	34 (26.16%)
29.	It has functional air conditioners, generating set, computers, tables, chairs, fans etc.	0 (0%)	39 (30%)	43 (33.08%)	48 (36.92%)
30.	FUTO library has well organized and arranged library resources	3O (23.07%)	55 (42.31%)	23 (17.69%)	22 (16.92%)
31.	The library has clean shelves, cabinets/display racks	70 (53.84%)	30 (23.07%)	18 (13.85%)	12 (9.24%)
32.	It has clean and safe convenience for use by Users and library staff	55 (42.30%)	37 (28.46%)	10 (7.70%)	28 (21.54%)
33.	The building design and construction conform to the safety standards of a library building.	0 (0%)	0 (0%)	70 (53.85%)	60 (46.15%)
34.	The building has a place for recreation for Users.	70 (53.85%)	60 (46.15%)	0 (0%)	0 (0%)

 Table 5 reveals the convenience of FUTO facilities/buildings. On the issue of FUTO library having enough space for reading, 20 (15.38%) respondents agreed that there is enough space for reading, 68 (52.31%) respondents disagreed while 42 (32.31%) respondents strongly disagreed that FUTO library has enough space for reading. This shows that the reading halls of FUTO library require expansion to be able to accommodate a good number of users. On the ample space for Postgraduate research, 23 (17.69%) library staff agreed that postgraduate students have ample space for research in FUTO library, 70 (53.85%) respondents disagreed while 37 (28.46%) respondents strongly disagreed. From this it could be deduced that postgraduate students have no ample space for research in FUTO library. But a good number of staff attested to the fact that FUTO library has clean shelves, cabinets, display racks, convenience for users and staff and recreational centre with the response rate of strongly agreed of 70(53.85%), 55 (42.30%) and 70 (53.85%) respectively. Evidently it is shown that FUTO buildings/facilities are not in conformity with American Library Association standards.

Research Question 6: What are the challenges faced by FUTO library staff in rendering quality services to users?

Table 6: Responses on the challenges staff of FUTO face in rendering quality services to users

S/N	STATEMENT	SA	A	D	SD
1.	Lack of training of staff in ICT and other related skills	80 (61.54%)	40 (30.76%)	10 (7.70%)	0 (0%)
2.	Epileptic power supply in FUTO library	90 (69.24%)	20 (15.38%)	14 (10.76%)	6 (4.62%)
3.	Network and internet problems	110 (84.61%)	5 (3.84%)	15 (11.55%)	0 (0%)
4.	Lack of funds for staff motivation and delay in staff Promotions and salaries.	90 (69.24%)	40 (30.76%)	0 (0%)	0 (0%)
5.	Poor funding of FUTO library and lack of equipment	97 (74.61%)	23 (17.69%)	10 (7.70%)	0 (0%)
6.	Lack of mentorship and mentoring	79 (60.76%)	45 (34.62%)	6 (4.62%)	0 (0%)

Table 6 above reveals the challenges faced by FUTO library staff in delivering quality services to the users. From the responses above, it is critically clear that FUTO library staff are burdened by some challenges in the discharge of their duties optimally. On the issue of lack of ICT training and other skills, 80 (61.54%) and 40 (30.76%) giving a total percentage of 92.3% strongly agreed and agreed that FUTO library staff lack both ICT and other skills needed to serve their clients while 10 (7.70%) of the staff disagreed. Furthermore, epileptic power supply, network and internet problems, lack of funds for staff motivation and delay in staff promotions, lack of mentorship and mentoring by colleagues, poor funding of FUTO library and lack of equipment all constitute challenges that bring about poor library services delivery to users of FUTO library with the response rates of 90 (69.24%), 110 (84.61%), 90 (69.24%), 97 (74.61%) and 79 (60.76%) respectively.

DISCUSSION OF FINDINGS

The general objective of this study is to assess the quality in the library services delivery of Federal University of Technology, Owerri. To achieve this main objective, some specific objectives and research questions were formulated and part of it is finding out the types of services rendered by FUTO library which include reference services and membership registration, embedded library/selective dissemination information services etc which have 100% response rate each meaning that all the 130 respondents agreed that the FUTO library render all the services mentioned in table 1 above.

On the issue of adequate funding in table 2, the response rate of 110 (84.62%), 120 (92.31%), 100 (76.92%) and 120 (92.31%) in disagreement showed that FUTO library is not adequately funded

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but the response of 60 (46.15%) in agreement showed that the little fund provided is used in acquiring some relevant and current library resources but without adherence to collection development policy. This is in conformity with Nnadozie (2007), recommendation that adequate funding and prudent management of available funds which would enable libraries' management to implement motivational schemes for staff, purchase of current publications and acquire multi-media materials should be adopted.

The results in table 3 also showed that library staff in FUTO lack adequate skills to render quality services which is not in line with Ogundipe, (2009) who was of the opinion that library staff use their expertise in evaluating and anticipating users' needs through selection and acquisition of relevant information resources, delivering information to the users through document delivery services, current awareness services and provision for the development of new services. Also in table 4, the result showed that FUTO library resources are acceptable to both staff and users in terms of current and relevant, etc, with the response rate of 60 (46.15%), 58 (44.62%), while availability of software for the different schools and other e-resources had 60 (46.15%) and 52 (40.0%) in agreement but disagreed in availability and accessibility of journals with 55(42.30%) and 38(29.24%) response rate. that shows the journals in the serials section are not available and accessible to users.

From data collected in table 5, staff of FUTO library agreed that the facilities/buildings are not convenient which is against the recommendation of American Library Association (ALA) (2006) that library buildings and facilities should be safe and environmental friendly to serve the purpose for which it was established and should be able to foster collaboration, communication and cooperation among users. Results in table 6 also showed that FUTO library has a lot of challenges that hinder them from rendering quality services such as lack of training of staff in ICT skills, epileptic power supply, Network and internet problems, lack of funds etc. Therefore, the results of this study have shown that FUTO library is found wanting in terms of quality services delivery to users.

CONCLUSION

Federal University of Technology Owerri library management has a big role to play in harnessing the problems identified in its library services. A lot of challenges are to be addressed before quality services delivery will be assured. The challenges ranging from poor funding, inconvenient facilities/buildings, lack of needed/skilled staff to operate the digital aspect of the library services, lack of training, lack of mentorship to mention but a few are to be addressed. In the staffing of the library, according to LRCN (2014), academic library should be staffed by a mix of relevant personnel which include academic librarians, para-professionals and support staff. This will bring about coverage of different skills in the library and quality services. Adequate funds should be made available by the University management which has been lacking in library administration.

Recommendations

In view of the research outcome, the study therefore recommends that:

- ✓ FUTO Management should make adequate funds available for the acquisition of needed equipment and running of the affairs of the library.
- ✓ More relevant and up-to-date library resources should be acquired in adherence to collection development policy, to meet the information needs of library users.
- ✓ A convenient library building and other facilities which should be in conformity with the approved standard by ALA should be erected for convenience of both staff and users of the library.
- ✓ Workshops and trainings on ICT use and other technical skills should be organized for staff from time to time.
- ✓ Staff of FUTO library should be motivated by way of timely payment of salaries, promotions and other appreciative methods like letter of commendation for a work well done.
- ✓ Staff with needed skills and qualifications should be employed in FUTO library.
- ✓ Professional staff with needed skills should mentor the ones without the skills for enhanced quality services delivery in the library.

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