



Influence of Collection Management Practices on Quality Service Delivery Among Librarians in Higher Institution in Ekiti State

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Abstract

This study examines the influence of collection management practices on quality service delivery among librarians in higher institution libraries in Ekiti State. The study adopted a descriptive survey research design. The study population consists of 84 librarians in higher institution libraries in Ekiti State. The data collected in this study was analysed using descriptive statistics such as simple percentages, mean, and standard deviations to analyse the research questions and demographic data. In addition, the study hypotheses were tested at a 0.05 level of significance using inferential statistics. The finding of this showed that acquisition was the most prevalent collection management practices existing in libraries in higher institutions in Ekiti State; followed by selection and collection development policy, while weeding was the least. The hypothesis test also revealed that collection management practices significantly influence the quality service delivery of librarians in higher institutions in Ekiti state. The study concluded that despite existing measures promoting quality service delivery, there is considerable room for improvement. The study recommended among other that the management of higher institutions in Ekiti State should organize periodic capacity building for librarians in those institutions to ensure that their skills are more improved to enrich the quality of library service delivery

Keywords: Library, collection management practices, quality service delivery

Introduction

Libraries provides a variety of facilities, services, and resources, such as comfortable seating areas, computer labs, meeting rooms, access to print and electronic materials. In recent years, many have also expanded their services to include online databases, e-books, and audio-visuals. Quality as an intangible construct, is measured by perception of the service either from the user's point of view or the provider's point of view. Service quality is thus a business concept used by consumers to adjudge a product/service as either good or bad because it has met the



need or exceeded the needs of the user. In the world of business, organisations have realised that in order to survive and flourish in a highly competitive and ever changing market, they need to exist for the customers and serve them appropriately so as to continually make profit and remain in business. By extension libraries exist and serve its users appropriately by meeting their information needs. The quality of the services provided can be adjudged appropriate or inappropriate by users when it meets, exceeds or does not meet their information quest. (Bosomtwi-Amoah 2018)

Masese (2017) opined that the quality of a university largely depends on the standard of its library services which are by far provided by library attendants and administrators. The provision of easy-to-use library catalogues, coupled with adequate guides to library collections, and keenly shelved books have been found to enhance and facilitate the intellectual, cultural, and technical development of library users. Hence, to meet the needs of users and fulfil the mission of the university, it is incumbent upon library management to have talented staff who can be motivated to deliver quality services to students, researchers, lecturers and others.

Every library has the mission of satisfying its user's information needs through the provision of various information resources upon which users can rely on for decision-making. Information resources therefore, are extremely valuable, as without it, no library would be able to function most effectively. Thus, collection of information resources in any library requires meticulous planning.

Prior research has demonstrated that providing high-quality services improves customer satisfaction, increases the likelihood that customers will speak favourably of the service provider, increases cash flow and shareholder value, lowers customer attrition, and increases customer loyalty (Daniels et al., 2023). The standard of library services, which are mostly rendered by library staff and administrators, is a major determinant of a university's quality. It has been discovered that having user-friendly library catalogues, comprehensive collection guides, and well-organised volumes can help library patrons advance their technological, cultural, and intellectual growth. Therefore, library administration must have skilled employees who can be inspired to provide high-quality services to students, researchers, lecturers, and others in order to satisfy user needs and complete the university's objective. Quality service delivery will be measured with affect of service, information control and library as a place. Service affect talks about librarian's competency and helpfulness in delivering a good and quality library service, librarians are expected to be competent, knowledgeable, and be ready



to serve users and meet their information needs always. information control explains the library's collection adequacy for self-reliance service i.e how adequate and rich the collections of the library is and how easy it is for users to navigate and make use of the library. The last is Library as Place which talks about the physical facilities and environment of the library. The environment of the library is supposed to be welcoming, conducive and encouraging for users to use.

Collection management practices is the systematic planning of a library collections which include such activities as the selection, acquisition, evaluation, ordering, and weeding of the library's collections. It is the systematic building of a library collection that is based on meaningful data rather than subjective choice. This, therefore, entail that collection development cannot be done at the whims and caprices of the librarian but with due consideration to the mission of the library as derived from the objectives of its parent institution. In the course selecting, evaluating, acquiring, weeding or planning any activity that will determine the state of the library's collections, the mission of the library must always serve as the blueprint that guide every selection activity. Information resources selected and acquired by library should be able to reflect the nature of the information needs of users and generally, the overall mission of the library. (Emasealu, 2021)

Every library's aim is to meet its users' information needs by providing a variety of information resources on which they can base their decisions. As a result, information resources are incredibly significant because without them, no library can work optimally. Thus, the accumulation of information resources in any library necessitates careful design.

Collection management practices is the systematic planning of library collections, which includes operations such as selection, acquisition, appraisal, ordering, and weeding. It is the systematic creation of a library collection based on meaningful data rather than subjective preferences. This implies that collection development cannot be done based on the librarian's whims and caprices, but rather with due respect for the library's mission as drawn from the aims of its parent institution. In the course of selecting, assessing, acquiring, weeding, or planning any activity that will determine the status of the library's collections, the library's mission must always serve as the blueprint that guides all selection activities. Information resources selected and acquired by library should be able to reflect the nature of the information needs of users and generally, the overall mission of the library.



Okogwu and Ekere 2018 said while the phrase “collection management” does not appear to be new to Librarians, for most of them often use it as a synonym for the terms “selection and acquisition”, the practice remains one of the most challenging and imaginative processes of the library profession. Accordingly, collection management practices entail a group of intricate activities, interconnected to accomplish the goal of effective collection building in libraries. In this context, the activities or components of collection management practices in academic libraries includes: Collection development policy (CDP), user needs assessment, selection, acquisition, evaluation of collection, weeding and preservation of collection.

Statement of problem

Providing high-quality library services is a key task for many libraries and information centres across the world. Effective library service delivery is critical for addressing patrons' different requirements, facilitating educational and research activities, and encouraging lifelong learning. However, a number of critical issues frequently impede libraries' ability to provide optimal services. When collection management practices are not followed properly, the library's collections become imbalanced. This might lead to an oversupply of information resources in some fields while neglecting others. It may also result in the acquisition of outdated, irrelevant, and low-quality information resources. When this occurs, users may become dissatisfied with the quality of library services.

Objectives of the Study

1. identify the level of quality of service delivery among librarians in higher institutions in Ekiti State Nigeria.
2. identify the prevalent collection management practices existing among librarians in higher institutions in Ekiti State
3. determine the influence of collection management practices on quality service delivery among librarians in higher institutions in Ekiti State.

Research Questions

1. What is the level of quality service delivery among librarians in higher institutions in Ekiti State?
2. What are the prevalent collection management practices existing in libraries in higher institutions in Ekiti state?



3. What is the influence of collection management practices on quality service delivery among librarians in higher institutions in Ekiti State

Hypotheses

1. There is no significant influence of collection management practices on quality service delivery among librarians in higher institutions in Ekiti State

Literature Review

Partap (2019) defined quality service as the degree of excellence towards the resources and services provided to the users, and similarly, the users can get the maximum satisfaction and feel delighted. In a nutshell, service quality are those services that satisfy users' expectations and perceptions. Quality services mean resources and services, which satisfy users' expectations and perceptions (Sayareh & Golfakhrabadi 2016). Benazic and Dosen (2019) said Service Quality allows library to achieve better performance in regards to value offered to users. Hence, libraries must provide quality services to retain their users and enhance their role. A good quality library services attract and retain academic high flyers and contribute to the prestige of an institution.

Rehma and Sabir (2019) defined Quality service as the difference between user's expectations about the service and the perceptions of actual service received. Similarly having considered various definitions, it was concluded that service quality refers to when an intangible something is provided in such a way that the customer is pleased. From the various definitions, it can therefore be argued that service quality is essentially about ensuring that the customer is satisfied. Jayasundra (2020) said that though service quality is a difficult concept to define there seems to be a general consensus that service quality should be determined by the customer. This means that the customer perception of the service defines and measures service quality. This is the most recognized definition of service quality for the reason that a service should meet the needs of the customer it is meant for and hence it is only fitting for the intended customer to indicate whether the needs have been met. Since the expectation of a service may influence how a service is perceived, service quality can therefore be conceptualized as the discrepancy between the user's expectation and their perceptions. (Somaratna & Peiris 2018).

Kulkarni and Deshpande (2019) stated that librarians now need to know about the expectations and perceptions of library users. In any service sector, one of the most crucial criteria is service



quality and because consumers are an organisation's most valuable asset, quality is judged from their perspective therefore, academic libraries should build a communication channel and encourage users to express their expectations regarding the service quality of the library. The primary goal of evaluating library services is to improve them and satisfy library patrons, so also the goal of service quality which is to continuously enhance the quality of services provided in accordance with the customer's expectations. It is a method of determining the gap between the customer's expectations and reality. As a result, if the library wants to justify its existence, librarians need to know what library patrons think about the quality of service provided. Relevant sources must be contacted in order to gather information that is optimal for particular seekers, if useful information is to be delivered. When this is accomplished, it can be claimed that a high-quality service is being delivered (Yusuf et al. 2022)

The ever rising expectations of users, user information behaviours and the complexity involved in providing information are some of the reasons that have contributed to the need for libraries to address whether the services provided meet the needs of the users. Furthermore, rapid technological advancement and increasing cost of information have also added to expectations of the parent organization and more so of the users. As a result, libraries are therefore required to review the traditional methods of evaluating their services in order to fulfil user needs as well as show relevance, transparency and accountability. Yusuf et al. (2022) conducted a study on the assessment of library service quality at Lagos State Polytechnic Library in South-Western Nigeria, using an adapted Libqual model. The survey was based on students' perceptions of their poor library utilisation. The study's precise aims were to identify the sorts of information resources, services, and facilities that are available; assess user perceptions and expectations; and calculate gap scores, among other things. The LibQual Model was adapted for this investigation. The study's findings indicated gap scores. For example, students expect the library to be dependable in dealing with customer service concerns. The library staff instils trust in users by providing enough, current, and relevant information resources in various formats. The library is also a comfortable and appealing setting, with adequate lighting and reading tables and seats. As a result, the library under consideration has an adequacy gap. The study concluded that the quality of information resources, services, facilities, and library staff conduct all contributed to the quality of service at the Lagos State Polytechnic Library. The study, therefore, proposes, among other things, the provision of internet facilities with sufficient speed, adequate training and retraining of library staff attention.



Umoh (2021) defined collection management as the process through which a library's information resources are expanded and upgraded on both a qualitative and quantitative level. It is a term that is frequently used in libraries to denote the process by which a library accumulates a variety of relevant information resources essential to meet user demands. This area of activity is responsible for the selection and procurement of information materials that enable librarians and information specialists to carry out their numerous responsibilities to users efficiently. Thus, collection management practices comprise completing community analysis, formulating an acquisition policy, acquiring, weeding, and reviewing the collection (IFLA 2022)

Okogwu and Ekere (2018) opined that Collection management practices requires following series of steps and guidelines which are usually in accordance with the services rendered in a library, and the goals of the parent institutions in order to fulfil the needs of user community. Typically, the acquisition process aims at improving the quality of library collections, and is executed by library professionals in order to satisfy the various information needs of users. Collection management encompasses all activities including the selection, ordering, payment, resource sharing, weeding of resources that occur in the library. Mansur (2018) in his study said that collection management is the selection, acquisition, and processing of library materials in various formats while putting the current and future information needs of users in mind. The process of collection development also involves the selection and deselection of current and retrospective materials, planning of coherent strategies for continuing acquisition, and evaluation of collections to ascertain the extent they are able to serve the information needs of users. Igiamoh and Duro (2016) revealed that collection management is an essential activity significantly planned for which a well-defined policy is essential; it is an important process in creating and maintaining the library collection. The process is found in all types of libraries regardless of its size. It is believed that the aim of collection development is to make sure that the library's mission is met, to create a repository or gateway to information for scholars today and to capture the intellectual heritage of the prevailing culture in order to satisfy the future information needs of learners and thinkers. Collection management in libraries, therefore, means a healthy and rich provision of information resources which would not only serve the needs of current users but would go a long way in serving the needs of future users.

Academic libraries acquire information resources through gift, direct purchase, legal deposit, bequest and exchange. Selection and acquisition of library resources depend on the kind of



library, since each library is interested in serving primarily its users which could be homogenous or heterogenous. (Attama, & Ezema, 2015). Researchers identified six methods of acquiring library resources into the library which include: purchase, exchange, gift, donation, bequest and legal deposit. Imam et.al 2018 said that collection development policy ensures that items are acquired, therefore, improve the availability and utilization of information resources by users. Acquisition of library resources is a very important aspect of librarianship since the quality and strength of the library collection solely depends on the materials acquired in the light of the existing collection development policy (Essien, 2017).

These processes cannot be handled casually; it must be meticulously planned, reviewed, and continuously monitored. This is because of the key role the collection plays in helping the library achieve its mission and objectives. Additionally, it is vital to develop a high-quality collection because it has been established that in order for an academic institution to attract and retain outstanding academics and researchers, they must have confidence in the institution's ability to support their research activities. The library is the only institution that can provide much of this assurance. Indeed, there are instances where parents of prospective students visit the school to check out the library and other facilities in order to make decision about whether to send their wards to a particular academic institution (Albitz 2014). All of these have made collection management practice something not to trifle with. Rather, it a systematic and well-thought-out sequence of activities that starts with identifying a community to be served, acquiring and making available relevant resources and replacing the resources, after evaluation, through weeding and acquisition of even more recent and relevant resources.

Collection management is the process of collecting and managing information items in a library in response to library users' information demands and service needs. It is believed that collection management is not a haphazard endeavor by a well-planned undertaking involved careful decision-making. It is also a systematic process that includes a wide range of activities such as user needs assessment, policy formulation, selection procedures, acquisition, reviewing current collection, weeding out and storing parts of the collection, and resource sharing planning. In general, collection management manifests itself in rules and written norms that govern the actual selection and acquisition of resources. As a result, selection and acquisition are regarded as procedural parts of the broader collection-building process (Okogwu, & Ozioko 2018). A study by Abdullahi et.al (2020) examined collection development policies as a factor influencing quality service delivery in Kwara State University Library Malete and revealed



that: there is the availability of collection development policy in Kwara State University Library Malete; the types of collection development policy available are both written and unwritten; the study also revealed that inability to review collection development policy continually, lack of managerial support and inadequate funding are the major factors militating against collection development policy in Kwara State University Library Malete. Based on the findings, the study recommended that Collection development policy of Malete needs to be updated periodically to respond to the current situation of the library and the institution; the types of collection development policy should include both written and unwritten collection development policy and be updated time to time. This will influence quality service delivery in the library.

Methodology

The study adopted a descriptive survey research design. The population of the study was 84 librarians in higher institution libraries in Ekiti State. Census sampling technique was used to utilise the entire population since the number is not too large to exhaust. The instrument for data collection was questionnaire. The acquired data was analysed using descriptive statistics such as frequency counts, percentages, means, and standard deviations, as well as inferential statistics. All the analysis was carried out with the aid of IBM Statistic Package for the Social Sciences Statistics. Research questions were analyzed using descriptive while the hypothesis was analyzed using regression analysis.

Data Analysis and Discussion

This presents the discussion of the findings based on the studied data. The results and discussion of findings are offered based on demographic features of the respondents, study questions, and hypotheses, as follows;

Demographic Data Analysis

The following are the socio-demographic characteristics of the respondents.



Table 1: Demographic Characteristics of the Respondents (N=84)

Variable	Category	Frequency	Percent (%)
Gender	Male	36	42.9
	Female	48	57.1
Age	Less than 20 years	22	26.2
	20-29 years	34	40.5
	30-39 years	11	13.1
	40-49 years	17	20.2
	50-59 years	4	4.8
Educational Qualification	HND/Bachelor's degree	60	71.4
	Master's degree	19	22.6
	PhD	5	6.0
Department / Section	Technical	30	35.7
	Circulation	51	60.7
	Acquisition	3	3.6
Years of Working Experience	Less than 5 years	33	39.3
	5-9 years	17	20.2
	10-14 years	34	40.5

Table 1 reveals that most (57.1%) of the respondents were female, while male were below half (42.9%) of the sample size. As regards age, 26.2% of the respondents were less than 20 years, 40.05% were in the age range of 20-29 years, 13.1% were between 30-39 years, while 20.2% were in the age range of 40-49 years. This indicated that most of the respondents were in the age range of 20-29 years. Regarding the highest educational qualification, most (71.4%) of the respondents had HND/Bachelor's degree, many (22.6%) obtained Master's degree; while few (6.0%) had PhD. Concerning department / section, most (60.7%) of the respondents were in circulation, a considerable number of respondents (35.7%) were in technical section, while few (3.6%) respondents were in acquisition department / section. Also, less than half (40.5%) of the respondents had 10-14 years of working experience, a sizable (39.3%) respondents had less than 5 years of working experience, while a few (20.2%) respondents have gathered 5-9 years' experience.

Research Question One: What is the level of quality service delivery among librarians in higher institutions in Ekiti State?



Table 2: Descriptive Analysis of Responses on Quality Service Delivery

Question items	VH	H	L	VL	Mean	Std. Dev.
Affect of service						
I am very approachable and always ready to respond to users' enquiries.	39 (46.4%)	23 (27.4%)	22 (26.2%)	0 (0.0%)	3.20	0.83
I treat users in a polite way and show willingness to help users.	45 (53.4%)	17 (20.2%)	22 (26.2%)	0 (0.0%)	3.27	0.86
I always give users undivided attention.	51 (60.7%)	11 (13.1%)	22 (26.2%)	0 (0.0%)	3.35	0.87
I have adequate knowledge to answer users' questions	51 (60.7%)	11 (13.1%)	22 (26.2%)	0 (0.0%)	3.35	0.87
I always show willingness to help users	51 (60.7%)	11 (13.1%)	22 (26.2%)	0 (0.0%)	3.35	0.87
Weighted mean					3.30	
Information control						
My library provides users with remote access to electronic resources	3 (3.6%)	53 (63.1%)	28 (33.3%)	0 (0.0%)	2.70	0.53
Information resources in my library are in their proper places on the shelves.	8 (9.5%)	54 (64.3%)	22 (26.2%)	0 (0.0%)	2.83	0.58
My library provides user education programme that enable users make effective use of library materials and services	0 (0.0%)	54 (64.3%)	30 (35.7%)	0 (0.0%)	2.64	0.48
My library has modern equipment like computers that let users have easy access to their needed information	5 (6.0%)	18 (21.4%)	61 (72.6%)	0 (0.0%)	2.33	0.59
The library provides users with adequate, current and relevant information resources in both print and non-print format	5 (6.0%)	57 (67.9%)	22 (26.2%)	0 (0.0%)	2.80	0.53
Weighted mean					2.66	
Library as a place						
My library provides users with modern equipment (photocopiers, printers, scanners, CD-ROMs etc) that lets them easily access needed information	0 (0.0%)	18 (21.4%)	66 (78.6%)	0 (0.0%)	2.21	0.41
My library is a secured and peaceful place for study, learning and research	5 (6.0%)	54 (64.3%)	25 (29.8%)	0 (0.0%)	2.76	0.55
My library has a space for group learning and group study	5 (6.0%)	12 (14.3%)	55 (65.5%)	12 (14.3%)	2.12	0.71
My library is comforting, inviting and well lightened	5	54	25	0	2.76	0.55



	(6.0%)	(64.3%)	(29.8%)	(0.0%)		
My library has directional signs in the building for easy location of different area	5	32	47	0	2.50	0.61
	(6.0%)	(38.1%)	(56.0%)	(0.0%)		
Weighted mean						2.47
Grand mean						2.81

Decision rule: 1.00-1.49=Very low, 1.50-2.49=Low, 2.50–3.49=High, 3.50-4.00=Very high

The grand mean for quality library service delivery was 2.81; which indicated that the respondents rated it high on the statements regarding effect of service, information control and library as a place. This implies that the level of quality of library service delivery in higher institutions in Ekiti State was high. This aligns with the study of Daniles et al. (2023) who noted that quality service delivery entails when service in the library are effectively and efficiently rendered to the satisfaction of users.

Research Question Two: What are the prevalent collection management practices existing in libraries in higher institutions in Ekiti State?

Table 3: Descriptive Analysis of Responses on Collection Management Practices in Higher Institutions' Libraries

Question items	VGE	GE	LE	VLE	Mean	Std. Dev.
Collection development policy						
I am guided always by a collection development policy when performing my collection development function	23 (27.4%)	50 (59.5%)	11 (13.1%)	0 (0.0%)	3.14	0.62
The collection development policy of my library covers policy on collection evaluation	5 (6.0%)	23 (27.4%)	33 (39.3%)	23 (27.4%)	2.12	0.88
The collection development policy is reviewed periodically	5 (6.0%)	32 (38.1%)	47 (56.0%)	0 (0.0%)	2.50	0.61
Weighted mean					2.59	
Collection selection practice						
Acquisition librarians in my library often use various selection tools to select the latest information resources	3 (3.6%)	42 (50.0%)	39 (46.4%)	0 (0.0%)	2.57	0.56
Acquisition librarians in my library check various publishers' catalogues to select the relevant materials	3 (3.6%)	65 (77.4%)	16 (19.0%)	0 (0.0%)	2.85	0.45
Acquisition librarians in my library will not just buy from one vendor without consulting other vendors	26 (31.0%)	42 (50.0%)	16 (19.0%)	0 (0.0%)	3.12	0.70
Weighted mean					2.85	



Collection acquisition

My library acquires information resources through direct purchase	50 (59.5%)	23 (27.4%)	11 (13.1%)	0 (0.0%)	3.46	0.72
My library acquires information resources through direct gifts and donations	50 (59.5%)	34 (40.5%)	0 (0.0%)	0 (0.0%)	3.60	0.49
My library acquires information resources through direct bequeath	23 (27.4%)	39 (46.4%)	11 (13.1%)	11 (13.1%)	2.88	0.96
					3.31	

Weeding

Information resources that are no longer relevant can be weeded by any librarian.	57 (67.9%)	27 (32.1%)	0 (0.0%)	0 (0.0%)	2.36	0.94
There is a guideline to determine which information can be weeded from my library	5 (6.0%)	34 (40.5%)	22 (26.2%)	23 (27.4%)	2.25	0.93
The procedure for weeding of obsolete materials is clear and well documented	5 (6.0%)	39 (46.4%)	37 (44.0%)	3 (3.6%)	2.55	0.67

Weighted mean

2.39

Decision rule: 1.00-1.49=Very low, 1.50-2.49=Low, 2.50–3.49=High, 3.50-4.00=Very high

Key: Very great extent (VGE), Great extent (GE), Low extent (LE), Very low extent (VLE)

The overall results regarding collection management practices reveal that acquisition had the highest weighted mean of 3.31, selection had 2.85, collection development policy had 2.59, while weeding had 2.39. This means that acquisition was the most prevalent collection management practices existing in libraries in higher institutions in Ekiti State; followed by selection and collection development policy, while weeding was the least. This aligns with the study of Okogwu and Ekere (2018) who noted that collection development is a formidable aspect of library practices.

Table 4: Summary of Regression Analysis of Influence of Collection Management Practices on Quality Library Service Delivery

Model	F(df)		Anova Sig.	
R	0.875			
R Square	0.766		64.552 (4,79)	
Adjusted R Square	0.754			
Std. Error of the Estimate	3.77535			
Coefficients	Unstandardized Coefficients B	Standardized Coefficients Beta	t	Sig
Constant	79.792	6.651	11.997	0.000
Collection Development Policy	1.814	0.474	0.253	3.827
Selection	-4.260	0.374	-0.760	-11.385
Acquisition	0.716	0.390	0.137	1.836
Weeding	-3.138	0.309	-0.737	-10.148



As indicated in Table 4, collection management practices had high positive and statistically significant relationship with quality library service delivery in higher institution libraries in Ekiti State ($R=0.875$, $p<0.05$). The coefficient of determination (Adj. R^2) of 0.754 shows that collection management practices predicts 75.4% of the changes in quality library service delivery in higher institution libraries in Ekiti State; while the remaining 24.6% changes in quality library service delivery in higher institution libraries is explained by other external factors other than those examined in this study. It implies that there was a significant influence of collection management practices on quality library service delivery in higher institution libraries in Ekiti State. The null hypothesis (H_01) was therefore rejected. This finding was supported by the study of Abdullahi et al., (2020) which discovered the availability of collection development and that collection development is has a positive impact on library service delivery.

Conclusion

Quality library service delivery plays a critical role in supporting academic excellence and research development. The management of library collections is central to this effectiveness, as it determines the availability, relevance, and accessibility of resources for students and faculty alike. This study sought to investigate how collection management practices influence the quality of library service delivery in higher institutions in Ekiti State. The findings of the study indicated that the overall quality of library service delivery in higher institutions in Ekiti State was commendably high. Among the various collection management practices, acquisition emerged as the most widely implemented, followed closely by selection processes and the formulation of collection development policies. On the other hand, weeding practices were found to be the least practiced. Furthermore, the study confirmed a significant impact of collection management practices on the quality of library service delivery.

Recommendations

1. The management of higher institutions in Ekiti State should organize periodic capacity building for librarians in those institutions. This is to ensure that their skills are more improved to enrich the quality of library service delivery
2. The management of higher institutions in Ekiti State should also create enabling environment for the librarians to improve on their level of collection management practices existing in their respective libraries. This to ensure that they intensified efforts on their present level of collection management practices; specifically, on weeding.

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