



## **Assessment of Library Service Quality Using Adapted Libqual Model in Lagos State Polytechnic Library, South Western Nigeria**

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### **Abstract**

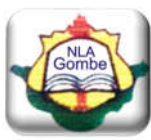
*This study is on the Assessment of Service Quality using adapted Libqual model in Lagos State Polytechnic Library in South-Western Nigeria. The study was based on the perceived low level of usage of the libraries by the students. The specific objectives of the study were: To identify the types of information resources, services and facilities that are available; determine the perception and expectations of the users` as well as the gap scores among others. LibQual Model was adapted for the study. A self-developed questionnaire was the instrument used to collect data and the Cronbach's alpha coefficient of all the variables of this study was between 0.711 to 0.850. Data were analyzed using descriptive statistics. Findings of the study revealed gap scores, for example, the students expect the library to be dependable in handling user`s service problems (0.07), the library staff instill confidence in users (-0.39), provision of adequate, current and relevant information resources in different formats (0.07), the library a comforting and inviting place, including lighting (0.11) with enough reading tables and seats (0.29). Hence, there is adequacy gap in the library studied. The study concluded that the quality of information resources, services, facilities and conduct of library staff contributed to service quality in Lagos State polytechnic library. The study, therefore, recommends among others, the provision of internet facilities with high bandwidth, training and retraining of library staff should be given adequate attention.*

**Keywords:** Service quality; Library services, Libqual model, Information resources, Library facilities.

### **Introduction**

Information is a vital resource for the humanities' existence. Without information, no individual, organisation, community, or nation can survive. Because information is the library's primary product, its significance in society growth cannot be overstated. Users expect library resources, services, and facilities to be of adequate quality, depth, diversity, and currency to meet their information needs. The library's richness is determined by the quality of its collection of library resources in various formats, as well as other amenities such as a pleasant setting, qualified staff, and high-quality services. According to Olajide and Yusuf (2010), the quality and quantity of a library's collections, services, and facility functionality are the most important indicators of a good library. The modern library concept is user-centered, with the user at the center of all activities. Users are satisfied when their expectations are met, and they are dissatisfied when their expectations are not met. Only satisfied customers are likely to return to the library and make request for further services.

It is worth noting that the world of libraries has changed drastically. Libraries are becoming speedier, more technologically reliant, and more competitive with other information suppliers. Librarianship is a dynamic profession that faces new developments and problems as online resources emerge in a large way, calling into question the purpose and shape of libraries in the future. Academic libraries, according to Vijaya-Kumar and Thomas (2012), face numerous



challenges in keeping up with modern information technology, which has resulted in an explosion of information and an increase in academic publishing around the world, as well as the challenges of meeting the human resource demands of this age of technological explosion, necessitating the need for academic librarians to provide quality service through effective and efficient service.

Based on the foregoing, the researchers evaluate service quality in terms of three dimensions: information resources, library facilities, and services provided by the Lagos State Polytechnic Library in South-Western Nigeria. According to Iwhiwhu (2012), library users' happiness is a result of the quality of the information product(s) obtained, the information system's quality, and the library services offered to access the information goods. The purpose of this study is to identify the gap between what libraries supply and what users anticipate from them, particularly in terms of providing effective and efficient information services to fulfill the ever-increasing expectations and changing needs of increasingly sophisticated users. The Library Service Quality tool (LibQUAL) is developed by The Association of Research Libraries, Washington D.C. It is a research tool for measuring library users' perceptions of service quality and identifies gaps between the desired, perceived, and minimum expectations of service. Outcome measures may show how well an organization serves its users; it demonstrate an institution's efficiency and effectiveness in service delivery. The service quality dimensions identified by the LibQUAL+ are: Affect of service, Information control and Library as a place with 22 item statements.

**Affect of services item include:** Employees who instill confidence in users, Giving users individual attention, Consistently courteous employees, Readiness to respond to users 'questions, Employees who can answer user questions, Employees who deal with users in a caring fashion, Employees who understand the needs of their users, Willingness to help users, Dependability in handling users 'service problems.

**Information Control items include:** Making electronic resources accessible from my home or office, A library website enabling me to locate information on my own, The printed library materials I need for my work, The electronic information resources I need, Modern equipment that lets me easily access needed information, Easy-to-use access tools that allow me to find things on my own, Making information easily accessible for independent use, Print and/or electronic journal collections I require for my work.

**Library as a place:** A library space that inspires study and learning, Quiet space for individual activities. A comfortable and inviting location, A getaway for study, learning or research, Community space for group learning and group study.

The model is based on reducing gaps between customers' expectations and the actual service provided. The perceptions of users about library staff competency and helpfulness are derived from nine questions that compose the service affect dimension score. The information control dimension is derived from eight questions and focuses on whether the library collections are adequate to meet user needs and whether the collections are organized in a manner that enables self-reliance for library users. Finally, the library as a place dimension is derived from five questions that address user perceptions regarding the facilities functionality and adequacy for academic activities (Thompson, 2012).



### **Types of information resources, services and facilities available in Polytechnic Libraries**

Libraries, regardless of their type, are thought to be a storehouse of knowledge of published and unpublished information resources that are essential to humanity's continuous survival, development, and progress. Information resources, according to Bello (2015), are the mechanism through which information or a message is delivered to a predetermined target. Print and non-print information resources were identified as the two major forms of information resources in this study.

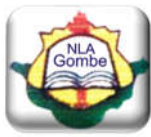
The Library provides a variety of services in order to make materials accessible to its users in a simple and easy manner. Library services, according to Buhari (2016), Abba (2014), Isaac (2013), Olajide and Yusuf (2010), can be defined as any activities or services given by libraries to meet users' information needs, which are linked to information resources, facilities, staff, and assets. Among the services available at the library investigated are lending, interlibrary loan, referral, and library training. Computer systems, reading carrels and chairs, and a pleasant environment are just a few of the amenities available.

### **The Concept and Significance of Service Quality in Libraries**

Quality is a crucial contributing component to commercial success in today's globalised society. The quality movement began in the United States in the 1920s and in Japan in the 1930s (Yusuf, 2015). Service quality, according to Fegan (2014), is defined as the users' opinion of how good/bad or pleasant/unpleasant the product or service is. It is a collaborative process that involves both the client and the service supplier. Hence, both the consumers and the providers' opinions are equally relevant. One means of assessing service quality presently is through user expectations and perceptions, which indicate the quality of services in any service-oriented organization. Perception is a user's opinion about something they've seen and assessed.

It is critical to understand the library's users' expectations in order to provide effective service. Kulkarni and Deshpande (2012) 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 service quality so that a library development plan can be developed.

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 because to the benefit of the users'. Haruna and Oyelekan (2010) argued that poor quality information resources and services could contribute to a decline in library quality. This could have a negative impact on library use, as the study found a link between the availability of appropriate information resources and their successful utilization. Because libraries are not the only source of information, the importance of quality as a foundation and means of gaining a competitive advantage has become a must for them.



### **Statement of the problem:**

Academic libraries constitute one of the instruments needed for the development of formal education in any society. It is expected to meet the information need of its users by providing needed information resources, services and facilities in acceptable format and at the right time. Inability of the library to achieve this, coupled with the fact that there are other available sources of information such as online information provider, may lead to negative perception as well as question library existence. For these reasons, a tool that can listen to the user needs in order to improve the quality of information service delivery is necessary. This is where the assessment of service quality in the polytechnic library using a standard measuring parameter like, that of Libqual model become necessary.

**Research Objectives:** The objectives of the study includes: to identify types of information resources, library services, facilities that are available in Lagos State polytechnic library, to determine the level of use of available information resources, library services, and facilities by users in the library under study, to determine the perception of users of library under study about information resources qualities, service quality, quality of facilities, to determine the expectations of users of the library under study in terms of information resources qualities, service quality and qualities of facilities.

This study adopted quantitative research methodology in order to be able to explore the area of study, gain better understanding of the situation and explain the findings. The total population for the study stands at fifty-five (55). The study used probability sampling technique with particular reference to simple random sampling, to select the respondents. The instrument used for data collection was questionnaire which was self-developed and pretested for reliability. Data obtained from the respondents were subjected to descriptive tools (frequencies, percentages, mean, etc). Responses collected were prepared for data analysis with an SPSS statistical package. This study covers only the area of users' satisfaction with resources, services and facilities. The research was limited to only National Diploma and Higher Diploma students of the polytechnic who registered with the library.

### **Data Analysis and Response Rate**

This part presents the result of the total questionnaire administered and the response rate. Fifty (50) copies of questionnaire were distributed in the Polytechnic library. However forty-four (44) usable copies of questionnaire were retrieved giving a percentage response rate of 88%.

**Table 1: Demographic Characteristics of the Respondents**

S/N	Variables	Sex	Frequency	Percentage (%)
1.	Gender	Male	28	63.6
		Female	16	36.4
2.	Level	ND	29	65.9
		HND	15	34.1
3.	Age bracket	16-20	18	40.9
		21-25	22	50.0
		26-30	04	9.1

**n = 44**

Table 1 shows that many of the respondents (28 or 63.6%) were male, 25 (65.7%) were ND students, while 22 (50.0%) were ages 21-25 years. Perhaps, there were more male students in the Polytechnic that was surveyed as at the time of the study. However, the students were still in their active years of studies at the institution.

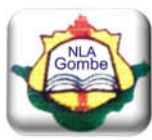


**Table 2: Availability of information resources, services and facilities in the library studied**

S/N	Information resources	LASPOTECH	
		( $\bar{x}$ )	Std.
1.1	Textbooks	3.86	1.424
1.2	Journals	3.77	1.583
1.3	Special collections/Government publications	2.45	1.266
1.4	Newspapers	3.95	1.257
1.5	Magazines	3.98	1.285
1.6	Students long Essays (projects)	4.27	1.246
1.7	Electronic Resources (Online databases).	4.09	1.273
1.8	Abstracts	3.36	1.059
1.9	Atlases/Maps	1.89	1.017
1.10	Offline Databases	2.07	1.065
1.11	CD-ROMs	2.59	1.041
1.12	Audio Visual materials (e.g. motion pictures, audio cassettes etc.)	1.80	.978
1.13	Encyclopedia	4.52	1.023
1.14	Dictionaries	4.55	.975
		<b>47.05 / 3.36</b>	
<b>3b</b>	<b>Services</b>	( $\bar{x}$ )	<b>Std.</b>
1.15	Loan service	4.20	1.091
1.16	Reference service	4.18	.896
1.17	Elect service(e-mail,Text message).	2.00	1.121
1.18	Library user`s training service.	3.48	1.663
1.19	Binding service.	1.93	1.065
1.20	Selective dissemination of information.	3.89	1.061
1.21	Current awareness service.	3.80	1.153
1.22	Photocopying service.	3.55	.901
1.23	Inter library Loan service.	3.66	.963
1.24	Online public access catalogue	3.77	1.075
		<b>34.45 / 3.45</b>	
<b>3c</b>	<b>Facilities</b>	( $\bar{x}$ )	<b>Std.</b>
1.25	Library personal computer	2.02	1.023
1.26	Internet facility	3.59	.996
1.27	Library reading tables and chairs	4.05	1.200
1.28	Library catalogue facility	1.84	1.077
1.29	Library website	4.18	.896
1.30	Library guide and notice facilities	4.20	.795
1.31	Suggestion/complaint boxes	3.27	1.188
1.32	Photocopying facility	3.75	1.144
1.33	Printing facilities	1.75	.967
		<b>28.62 / 3.18</b>	
<b>Total mean 110.12 weighted mean =9.99 n=44</b>		<b>110.12 / 9.99</b>	

**NB:** With the use of a 5-point Likert scale type, the expected average (mean) response per item should be 3.00 (either in favour or disfavour of what is being measured).





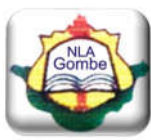
**Table 3: Perception of Users about, Information Resources Qualities, Service Quality and Quality of Facilities**

2a	Affect of service	LASPOTECH	
		( $\bar{x}$ )	Std.
2.1	The library services provided meet my research needs.	3.89	1.224
2.2	The library staff are dependable in handling user's service problems.	3.91	1.344
2.3	The library staff are approachable and always ready to respond to users' enquiries.	4.14	1.025
2.4	The library understands the needs of the users.	3.95	1.120
2.5	The library staff treats users in a polite way and show willingness to help users.	3.98	1.151
2.6	The library staff are consistently courteous	4.00	1.100
2.7	The library staff give users individual attention.	4.00	1.012
2.8	The library staff instill confidence in users.	3.66	1.275
2.9	The library services are provided at the right time in the right form	2.84	1.010
2.10	The library provides me with fast internet service.	2.00	1.294
		<b>38.37 / 3.64</b>	
<b>2b</b>	<b>Statement on Library Information Resources ( Information control)</b>		
2.11	The information resources i need are in their proper places on the shelves.	1.75	.991
2.12	The library is making information easily accessible for independent use.	4.05	1.099
2.13	The library to provide, user education programme that enable users make effective use of library materials and services.	4.23	1.179
2.14	The library provides me with adequate, current and relevant information resources in different formats.	4.00	1.100
2.15	The information resources I requested from other libraries are delivered promptly.	4.09	1.030
2.16	When I am away from campus I can access library resource and services I need.	1.89	1.017
2.17	The electronic information resources (e-books, e-journals, databases) meet my learning and research need.	4.07	1.021
2.18	Electronic resources are accessible from my home.	2.00	1.201
		<b>26.08 / 3.26</b>	
<b>2c</b>	<b>Statement on Facilities &amp; Equipment (Library as a place)</b>		
2.19	The library provide me with modern equipment (photocopiers, printers, scanners, CD-ROMs etc) that lets me easily access needed information .	2.02	1.285
2.20	The library has enough reading tables and seats.	4.18	.896
2.21	The library provides air conditions and is well ventilated.	3.77	1.217
2.22	The library has a quiet place for study that inspires study, learning and is a good place to study.	1.84	1.160
2.23	The library catalogue (both manual & OPAC) are easy to use (Easy to use access tools that allow me to find thing on my own).	1.93	1.319
2.24	The library building and its environment are clean and neat.	4.00	1.258
2.25	The library has directional signs in the building for easy location of different area	4.00	1.012
2.26	The library provides computer system for me to use within the building.	3.89	.970
2.27	The library is comforting, inviting and well lighting.	4.09	1.007
<b>2c</b>	<b>Statement on Facilities &amp; Equipment (Library as a place)</b>	( $\bar{x}$ )	Std.
2.28	The library has a website that enable users locate useful information about library services and resources on their own.	1.89	.993
2.29	The library facilities are sufficient and functioning	3.91	1.074
2.30	The library provides community space for group learning and group study.	3.95	1.140
		<b>39.29 / 3.29</b>	
	<b>n=44</b>	<b>103.74/ 9.99</b>	



**Table 4: Expectations of Respondents on, Information Resources Qualities, Quality of Service and Quality of Facilities**

S/N	Affect of service	LASPOTECH	
		( $\bar{x}$ )	Std.
3.1	I expect the library services to meet my research needs.	3.82	1.498
3.2	I expect the library to be dependable in handling user's service problems.	3.84	1.363
3.3	I expect the library staff to be approachable and always ready to respond to users' enquiries	4.09	1.137
3.4	I expect the library understand the need of the users.	3.57	1.531
3.5	I expect the library staff to treat users in a polite way and show willingness to help users.	3.86	1.322
3.6	I expect library staff who are consistently courteous.	3.80	1.231
3.7	I expect the library staff who will give users individual attention.	3.64	1.399
3.8	I expect the library staff that will instill confidence in user.	4.05	.987
3.9	I expect the library services be provided at the right time in the right form	4.09	1.096
3.10	I expect the library to provide me with fast internet service	4.09	1.137
		<b>38.9 / 3.89</b>	
<b>3b</b>	<b>Statement on Library Information Resources (Information control)</b>		
3.11	I expect that the information resources I always need to be in their proper places on the shelves.	4.27	.997
3.12	I expect the library to make information easily accessible for independent use.	4.25	.892
3.13	I expect the library to provide user education programme that will enable users make effectively use of library resources and services.	3.77	1.461
3.14	I expect the library to provide me with adequate, current and relevant information resources in different formats.	3.93	1.246
3.15	I expect the information resources I requested from other libraries to be delivered promptly.	4.00	1.078
3.16	I expect when I am away from campus I should be able to access library resource and services.	3.95	1.033
3.17	I expect the library to provide electronic books, journals and databases to meet my learning and research needs.	4.18	1.018
3.18	I expect the library to make electronic resources accessible from my home,	3.91	1.137
		<b>32.24 / 4.03</b>	
<b>3C</b>	<b>Statement on Facilities &amp; Equipment (Library as a place)</b>		
3.19	I expect the library to provide me with modern equipment (photocopiers, printers, scanners, CD-ROMs etc) that lets me easily access needed information	3.77	1.273
3.20	I expect the library to have enough reading tables and seats.	3.89	1.224
3.21	I expect the library to provide air conditions and/or be well ventilated	4.16	.987
3.22	I expect the library to have a quiet place that inspires study, learning and a good place to study.	3.68	1.157
3.23	I expect the library catalogue (both manual & OPAC) to be easy to use (Easy to use access tools that allow me to find thing on my own).	3.73	1.020
3.24	I expect the library building and its environment to be clean and neat.	3.70	1.153
3.25	I expect the library to have directional signs in the building for easy location of different area.	3.93	1.354
3.26	I expect the library to provide computer system for me to use within the building.	4.16	.987
3.27	I expect the library to be a comforting and inviting place, including lighting.	3.98	1.089
3.28	I expect the library to have a website that will enable users locate useful information about library services and resources on their own	3.95	.987
3.29	I expect the library facilities to be sufficient and functioning	3.98	1.171
3.30	I expect the library to provide community space for group learning and group study.	3.93	1.129
		<b>46.8 / 3.90</b>	
<b>n=44</b>		<b>117.94/ 11.82</b>	



Based on the results in Table 1, Availability of information resources, Lagos State Polytechnic library had a weighted mean of ( $\bar{x}=3.36 > 3.00$ ), services ( $\bar{x}=3.45 > 3$ ) facilities ( $\bar{x}=3.18$ ) over all weighted mean stand at  $\bar{x}=9.99$ . With weighted mean of  $\bar{x}=9.99$ . On availability of information resources, services and facilities findings indicated that, the items listed are adequately available in Lagos State Polytechnic Library, although at various degree. Such result is expected as these items are important and necessary in any academic library as it facilitate the use of the library and as well as their satisfaction. Also this is in line with the recommendation of the Library Registration Council of Nigeria (2015), that polytechnic libraries are expected to provide a variety of information sources and services that would support the teaching, learning and research capabilities of the institution.

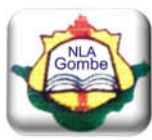
Although items such as the library services are provided at the right time in the right form ( $\bar{x}=2.84$ ); The library provides fast internet service ( $\bar{x}=2.00$ ) had low mean scores in disfavor of what was measured. On information resources, the information resources are in their proper places on the shelves ( $\bar{x}=1.75$ ), When far away from campus, there is access to library resource and services ( $\bar{x}=1.89$ ), Electronic resources are accessible from users' homes ( $\bar{x}=2.00$ ) were equally low. In the same vein, the study shows that provision of modern equipment (photocopiers, printers, scanners, CD-ROMs etc) that enhance easy access to information ( $\bar{x}=2.02$ ), library catalogue (both manual & OPAC) are easy to use (Easy to use access tools that allow me to find thing on my own) with precise mean ( $\bar{x}=1.93$ ), and availability of website that enable users locate useful information about library services and resources on their own ( $\bar{x}=1.89$ ) were all rate low and below 3.00 these are in disfavor of what was measured.

Table 3 shows the perception of users on affect of services with weighted mean ( $\bar{x}=3.64$ ), resources ( $\bar{x}=3.06$ ) and facilities ( $\bar{x}=3.29$ ). The overall weighted ( $\bar{x}=9.99$ ), this implies that the users had a positive perception of the library. The study's findings suggest that in the Lagos State Polytechnic Library, respondents' perceptions of the influence of service that has to do with human relations are high (positive). These include, among other things, library personnel who are consistently courteous ( $\bar{x}=4.00$ ), library staff who instill confidence in users ( $\bar{x}=3.66$ ), library staff who give users individual attention ( $\bar{x}=4.00$ ), library staff who treat users politely ( $\bar{x}=3.98$ ), and library staff who are willing to help ( $\bar{x}=4.14$ ). While the respondents' perceptions of some items were extremely low, such as library services being delivered at the proper time and the library providing me with fast internet access, the respondents' perceptions of others were quite high.

The findings support Rehman (2013) noted that libraries do not satisfy users' minimum tolerable and desired levels of service quality, and users evaluated electronic resources very poorly, while testing the service quality of university libraries in Pakistan with a locally customized LibQUAL+ survey in Urdu. In terms of facilities and equipment, the study found that respondents had a negative impression of several of the library's services.

Pertaining to facilities and equipment according to the findings, respondents had a negative impression of some of the library's services. In his study of library service quality and user satisfaction among undergraduate students at Yusuf Maitama Sule University Library, Kano, Adam (2017) discovered that the majority of the students were dissatisfied with photocopiers, directional guide/notice, air conditioners and ceiling fans, and good relaxation space. This means that the items that fell below the criterion mean in this study were insufficient, and State polytechnic library needed to pay more attention to meet users' information needs and expectations.





On users' expectations in terms of information resource quality, service quality, and facility quality, many of the respondents from the Polytechnic investigated in South West Nigeria expressed very high expectations from the polytechnic library, according to the findings. They anticipate that the library will be able to provide necessary information, services, and facilities. This is clear from their responses to questions about expectations. Some of the respondents, on the other hand, expressed mixed opinions about information resources.

**Gap scores between Perceptions and Expectations of Users.**

Service quality in Lagos State Polytechnic library Western, Nigeria, was determined by gap score. A gap score is the difference between what the respondents perceived and what was expected. Quality is high when performance (perception) exceeds expectation and quality is low when performance (perception) does not meet the expectation. For this study, expectations and perceptions were both measured using the five (5) point Likert scale.

**Table 5: Determining Gap Scores**

S/N	ITEMS	Perception	Expectation	Gap Score
<b>Statement on Affect of service</b>				
1	I expect the library services to meet my research needs.	3.89	3.82	0.07
2	I expect the library to be dependable in handling user's service problems.	3.91	3.84	0.07
3	I expect the library staff to be approachable and always ready to respond to users' enquiries	4.14	4.09	0.05
4	I expect the library understand the need of the users.	3.95	3.57	0.43
5	I expect the library staff to treat users in a polite way and show willingness to help users.	3.98	3.86	0.12
6	I expect library staff who are consistently courteous.	4.00	3.80	0.2
7	I expect the library staff who will give users individual attention.	4.00	3.64	0.36
8	I expect the library staff that will instill confidence in user.	3.66	4.05	-0.39
9	I expect the library services be provided at the right time in the right form	2.84	4.09	-1.25
10	I expect the library to provide me with fast internet service	2.00	4.09	-2.09
		<b>36.37</b>	<b>38.85</b>	<b>-2.43</b>
<b>Statement on Library Information Resources</b>				
11	I expect that the information resources I always need to be in their proper places on the shelves.	1.75	4.27	-2.52
12	I expect the library to make information easily accessible for independent use.	4.05	4.25	-0.2
13	I expect the library to provide user education programme that will enable users make effectively use of library resources and services.	4.23	3.77	0.46
14	I expect the library to provide me with adequate, current and relevant information resources in different formats.	4.00	3.93	0.07
15	I expect the information resources I requested from other libraries to be delivered promptly.	4.09	4.00	0.09
16	I expect when I am away from campus I should be able to access library resource and services.	1.89	3.95	-2.06
17	I expect the library to provide electronic books, journals and databases to meet my learning and research needs.	4.07	4.18	-0.11
18	I expect the library to make electronic resources accessible from my home,	2.00	3.91	-1.91
		<b>26.08</b>	<b>32.26</b>	<b>-1.14</b>
<b>Statement on Facilities &amp; Equipment</b>				
19	I expect the library to provide me with modern equipment (photocopiers, printers, scanners, CD-ROMs etc) that lets me easily access needed information	2.02	3.77	-1.75
20	I expect the library to have enough reading tables and seats.	4.18	3.89	0.29



21	I expect the library to provide air conditions and/or be well ventilated	3.77	4.16	-0.39
22	I expect the library to have a quiet place that inspires study , learning and a good place to study.	1.84	3.68	-1.84
23	I expect the library catalogue (both manual & OPAC) to be easy to use (Easy to use access tools that allow me to find thing on my own).	1.93	3.73	-1.8
24	I expect the library building and its environment to be clean and neat.	4.00	3.70	0.3
25	I expect the library to have directional signs in the building for easy location of different area.	4.00	3.93	0.07
26	I expect the library to provide computer system for me to use within the building.	3.89	4.16	-0.27
27	I expect the library to be a comforting and inviting place, including lighting.	4.09	3.98	0.11
28	I expect the library to have a website that will enable users locate useful information about library services and resources on their own	1.89	3.95	-2.06
29	I expect the library facilities to be sufficient and functioning	3.91	3.98	-0.07
30	I expect the library to provide community space for group learning and group study.	3.95	3.93	0.02
	<b>n=44</b>	<b>39.47</b>	<b>46.86</b>	<b>-7.39</b>
	<b>Total</b>	<b>101.92</b>	<b>117.97</b>	<b>-10.96</b>

Findings on the gap score between perception and expectation in relation to the statement of the effect of service revealed that I expect the library services to meet my research needs (0.07), I expect the library to be dependable in handling user`s service problems (0.07) has the lowest level of adequacy gap, followed by the library staff: to be approachable and always ready to respond to users` enquiries (0.5); to treat users in a polite way and show a willingness to help users (0.12); understand the need of the users (0.43); are consistently courteous (-0.2); give users individual attention (-0.36); instill confidence in user -0.39; the library services be provided at the right time in the right form (-1.25) and the library to provide me with fast internet service had the highest level of adequacy gap in that order (-2.09). The overall adequacy gap was negative at (-2.43).

On information resources the findings shows that, the library provide me with adequate, current and relevant information resources in different formats (0.07), the information resources I requested from other libraries were delivered promptly (0.09). the library provide user education programme that will enable users make effective use of library resources and services (0.046) has the lowest adequacy gap, while the library make information easily accessible for independent use had (-0.2), the library provide electronic books, journals and databases to meet my learning and research needs (-0.11) the library make electronic resources accessible from my home (-1.91) ,when I am away from campus I should be able to access library resource and services (-2.06) and the information resources I always need are in their proper places on the shelves (-2.52) all these items measured had the highest adequacy gap. Furthermore the total adequacy gap was (-1.14).

On facilities and equipment, the findings revealed that all the items measured had different levels of adequacy gap score, withthe library provide community space for group learning and group study (0.02), the library building and its environment to be clean and neat (0.03), the library have directional signs in the building for easy location of different area (0.07), the library a comforting and inviting place, including lighting (0.11), the library to have enough reading tables and seats (0.29), the library facilities are sufficient and functioning (-0.07), the library provide computer system for me to use within the building -0.27, the library provide air conditions and/or be well ventilated (-0.39), the library provide me with modern equipment



(photocopiers, printers, scanners, CD-ROMs etc) that lets me easily access needed information in the library (-1.75), the library catalogue (both manual & OPAC) are easy to use (Easy to use access tools that allow me to find thing on my own) -1.8, the library have a quiet place that inspires study, learning and a good place to study (-1.84), the library to have a website that enable users locate useful information about library services and resources on their own (-2.06), and the overall score was negative with (-7.39). However, these scores are not different from scores of other items.

### **Challenges Associated with the Quality of Services, Resources and Facilities provided**

The respondents were asked to identify challenges associated with the quality of information resources, services and facilities available in the library. The main challenges of the achieving service quality in state polytechnic library studied include: Inadequate information resources, poor internet connectivity, poor facilities among others.

### **Conclusion**

Based on the outcome of the study, it is concluded that the quality of available services, information resources, and facilities are predictors of service quality. The study found that there are both superiority and adequacy gaps in specific library services provided by the polytechnic library. Similarly, the relationship that exists between library employees and library patrons has a positive impact on the attainment of service quality in the library under study. Since the libraries failed to meet users' expectations has shown in the study, this suggests that there is much work to be done in order to achieve service quality.

### **Recommendations**

In view of the findings of the study, the following recommendations are hereby made:

1. State polytechnic libraries in South Western, Nigeria should engage in resource sharing among themselves in other to improve the level of availability of information resources and services in there libraries.
2. The State polytechnic libraries should employ regular assessments of the library in order to listen to the opinion of the users. This will help the library to understand the expectations and information needs of these users.
3. The library management should continue to train and retrain the library staff especially in information communication technology. The libraries can engage in staff exchange programme for the benefit of their staff and the institution at large.

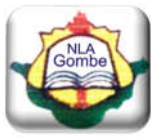
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