

---

**INNOVATIVE INFORMATION SERVICES DELIVERED IN NIGERIA'S  
POLYTECHNIC LIBRARIES: COMPARING THE ASSESSMENTS OF LIBRARIANS,  
FACULTY AND STUDENTS**

By

**Oluwabunmi Oluwaseun ADEYEMI.**

**Department of Library and Information Science**

**Rufus Giwa Polytechnic. Owo, Ondo State, Nigeria.**

[luwabunmi2008@gmail.com](mailto:luwabunmi2008@gmail.com)

**Ojo ADEYEMI.**

**Postgraduate Student, Department of Library and Information Science,**

**Delta State University, Abraka, Delta State, Nigeria.**

[lanbimbo4real@gmail.com](mailto:lanbimbo4real@gmail.com)

**Abstract**

*The call for libraries to imbibe the culture of creativity and innovation in service delivery has been on the front burner especially in Nigerian academic libraries. The study investigates innovative information services available and delivered in ten selected polytechnic libraries in South-west Nigeria through the assessment by librarians, faculty members and students. Using a structured and validated questionnaire and descriptive survey research design, a population of 29675 comprising librarians who were totally enumerated as well as faculty and students who were stratified based on six states of south-west and a proportionate to size sample of 5% was drawn. A total 1,383 (85%) of the 1,630 questionnaires sent were successfully recovered and used for the study. The study revealed a moderate assessment of availability (mean= 2.52) and delivery (mean=2.67) of innovative information services by librarians. Faculty members also assessed the availability (mean= 2.81) and delivery (mean= 2.82) of innovative services as also moderate, while the students evaluated the information services available (mean=2.49) and delivered (mean=2.43) as low. The assessments indicated that innovative information services were not really available and delivered; the services made available and delivered failed to satisfy user's needs. The study recommends that Innovative services should emanate out the needs to satisfy users; Institutional facilities and library infrastructure should be improved.*

*Investment in staff development, especially for the librarians should be instituted while staff, including the faculty should attend trainings, conferences and workshop to re-skill and re-tool adequately.*

**Keywords:** Innovative Information Services, Innovation and Libraries; Assessment of Services, Service Delivery, Polytechnic Libraries, Nigeria

### Background and Problem Statement

When it comes to library services, innovation means applying new ideas, knowledge and skills to the entire or part of the library services process in order to improve the activities of information generation, organisation, dissemination and delivery of new ideas as well as old ones for the library community's benefit (Anyanwu, 2010). As a result, innovation refers to the modification and enhancement of existing library services and processes with the goal of introducing a new type of service, a new technology or a new administrative practice into the library, or a significant improvement to an existing service, technology or administrative practice. Furthermore, innovation can be defined as the creative transformation of existing processes as well as the invention and implementation of new programmes and practices. There are numerous advantages to delivering innovative information services; it is a value-added practice of a new idea that improves libraries' ability to contribute positively to the reality of knowledge society in contemporary Nigerian society; it is an important feature that distinguishes libraries, improves service quality and competes with other libraries and document-information centres to satisfy users (Çolaklar, 2014).

The goal of library and information centre transformation in Nigeria is to improve the products and services available in libraries in order to satisfy the needs and desires of the knowledge society. Although there are problems in transforming library services innovatively for successful service delivery which includes constant energy outages and inadequate funding to mention a few, There are obvious barriers to the supply of innovative information services in Nigerian libraries. However, despite these difficulties, there are value-added services that innovation can provide to the library's community of users A good example is a web-based conference service. It enables people to interact, converse, and collaborate with one another via a web platform remotely, providing live presentations over the internet. Participants can view what

is on the presenter's screen, as well as communicate via voice and text. It can be used to host online library seminars, workshops, conferences, video presentations and library lectures.

Smart station technology, which is a device such as a barcode machine, barcode scanners, which are self-contained messages with information encoded in a series of black bars of varying widths and white spaces between every two of them and Radio Frequency Identification (RFID) reader integrated machine can be used for readers services such as charging and discharging of information resources themselves at any time (Kolhe., Dharaskar., Tharkar., Joshi., Desai., & Dapoli, 2016). This is s library solutions that provide conveniences and flexibility to library customers and staff, allowing them to carry out their daily tasks effectively and efficiently. Smart station solutions make it easier to evaluate information materials without delay. At the circulation desk, barcode scanners are used to issue and return books (Chanda, 2019). Members are required to bring their Barcode membership identification card (it is a single multipurpose card). The identity card contains the maximum number of books that can be borrowed. A library user can walk up to a shelf, select a book and check it out or discharge it, even if there is no personnel on ground.

Another unique service that goes along with the construction of chat rooms, discussion centres, entertainment centres, game corners, and other areas within the library complex is Third Place services. It offer a fair playing field, lengthy hours with low stress, participatory activities and a loose structure with less "thou shall not" rules. We need to let go of regulations that may no longer be essential and focus on less stressful kinds of contact now more than ever. The library should be a location for collaborative learning and communal gatherings, After a long time of research, a reader may feel the need to unwind. A recreation centre for the elderly, children, youth and immigrants could be built. All of them are excellent creative offerings that attract library patrons (Oldenberg, 2002 cited in Mehta & Bosson 2010). Social media-based services, which have become an important aspect of academic libraries is another novel offering. Libraries can establish a virtual presence and communicate with a wide spectrum of consumers through social media platforms. According to Dhanyaseree (2013), libraries use social media for a variety of purpose including outreach, promotion and marketing of library services, announcements, reference services, developing discussion threads and networking with other libraries. All of these contribute to an increase in library visibility. Facebook, Twitter, Whatsapp,

YouTube, blog pages and other social media platforms are examples. In this era, the library reaches out to provide services to users (Khan, 2012).

Libraries also need to create user-friendly library websites. This is the primary means of interaction with patrons. It permits the use of library materials "in the open." The library's website serves as a resource for users seeking information about the library's services, operating hours and personnel. It acts as a window through which patrons can get a fast overview of the library's nature providing notices on upcoming events at the school, library activities and staff publications. It can be used to provide virtual Reference Desk (VRD) or Virtual Reference Services (VRS), Frequently Asked Questions (FAQ), Ask a Librarian (AS) and Current Awareness Services (CAS) that are based on electronic publications and internet resources (Roberts and Hunter, 2011).

The application and use of mobile telecommunication systems, web technologies (internet/intranet) and geographic systems like GPS/GPRS to provide ubiquitous, user-friendly, personalized and dynamic up to date information services to library users have been enhanced and deployed to provide innovative service in academic libraries (Nagarkar, 2013). Mobile devices help to connect with patrons, creating a library application ("app") or mobile website w allowing patrons to access library hours, view their library account or even search databases (Negi, 2014). It is observed that most categories of people in the academic communities rely much on Mobile technologies such as smart phones, cell phones, iPods, MP3, Mp4 players and tablets as some of the mobile devices used in academic libraries, to locate, retrieve, evaluate and use information Abata-Ebire, Okesanya, Abiodun & Kusoro (2019).

The willingness to take risks, experiment and make errors, as well as a desire to apply new and developing ideas, methods, designs, and technologies, are all part of the innovation process (Pellen & Miller, 2014). In the second part of the twentieth century, researchers and practitioners cautioned academic libraries that if they did not adapt to changing conditions, they would be left behind (Jantz, 2012). Germano (2011) asserts that innovation is change that has been leveraged and focused in order to provide something new that represents a gain or desirable outcome for a user or customer. Innovative services and creativity have been employed jointly or individually in library literature to investigate emerging trends (Chunli & Jinmin, 2011; Colaklar, 2014; Waghmare & Salve, 2014; Jange, 2015; Gunjal, 2017). This is because both notions are intertwined and are part of the library's emerging operations. Libraries have realised since then

that innovation is no longer a choice, but rather a must (Jantz, 2012). As a result, unique services, such as those tailored to the demands of patrons, are unavoidable in the improvement of library operations. Consequent to this, academic libraries must actively and successfully employ emerging services to increase efficiency and effectiveness while also improving user service (Janakiraman, Ormsby & Subramanian, 2015). Nonetheless, the logic behind library service innovation and creativity is that they enhance and stabilise the quality of library and information services supplied in libraries, reorienting librarianship as a profession of last desperate measure or alternative in a society where librarianship is viewed as a profession of last hope or option. The reality is that if these opportunities are followed, librarians may reinvent themselves to improve the competitiveness via innovation and creativity (Anyanwu, 2010). Innovative information services are no longer an option but a necessity. Old methods must be rebranded to align with the needs of the present environment. The growing trends in libraries have called for a new dimension on how services are to be delivered to users in this Twenty first century if library is going to retain its integrity and respect.

Despite the diverse innovative services that could be brought in to the library for efficiency, Polytechnic libraries in Nigeria seem to be rendering services to users using old techniques and technologies judging from observations and literature. They seem to be stuck in their old ways of service delivery. This has necessitated this study to investigate the innovative information service delivery in polytechnic libraries in South-west Nigeria and comparatively assessing it through the lens of librarians, the faculty and students.

### **Objectives of the study**

Find out the innovative information services available in the selected public polytechnic libraries and assess the innovative information services delivered to the users by the librarians, the faculty and students

### **Methodology**

This study is employed the descriptive survey research design and the population comprises 102 professional librarians from six Federal and State Polytechnic libraries in South-west Nigeria, 7,074 library registered academic staff at the selected Polytechnic libraries and 23,481 final year higher diploma registered students users in the ten Polytechnics under survey. The study was

limited to final year higher diploma students because they are believed to be the most matured group of students with the requisite experience and capable of responding to assess innovative information service delivery in their libraries. The libraries of the following Polytechnics were used in the study: Rufus Giwa Polytechnic Library, Federal Polytechnic Ile-Oluji Library, College of Technology, Esa-Oke, Federal Polytechnic Ede Library, MoshoodAbiola Polytechnic Library, Federal Polytechnic Library, Ilaro, Lagos State Polytechnic Library, Yaba College of Technology, The Polytechnic, Ibadan library and Federal Polytechnic Ado-Ekiti library. Proportional stratified sampling technique was employed for both academic staff and students' users. The population was stratified into six states in South-West Nigeria and from each stratum two public polytechnics (one Federal and one State) each were selected from four (4) states (Lagos, Ogun, Osun, and Ondo) and one each from Oyo and Ekiti. The reason for this is, unlike the others, these two states do not have two public schools. A 5% sample size was proportionately drawn from each of the ten (10) Polytechnics libraries. Total enumeration technique was used to capture all librarians at the selected Polytechnic libraries in South-West Nigeria. Thus, the sample size for the study was 1,630 respondents. The questionnaire used to collected data was validated before use. The reliability coefficient derived was .954 for Innovative service available and .973 Innovative service delivery.

## **Results**

The filled questionnaire was gathered. 1,383 (85%) of the 1,630 questionnaires sent were successfully recovered and declared usable. A total of 83 of the 102 questionnaires distributed to librarians were returned, giving a return rate of 81.4%. 258 of the 354 questionnaires issued to Faculty members were returned, giving a return rate of 72.6%. A total of 1,042 of the 1,174 questionnaires distributed to students were returned, reflecting 88.8% return rate. The results also showed that 33(39.8%) of the participants were Male while 50(60.2%) were Female. This demonstrates the dominance of female in the polytechnic libraries that were surveyed. Majority of the librarians selected in the polytechnic libraries are in the category of Librarian I and professionally qualified with requisite experience to managed different sections in their libraries.

The academic staff 190(73.6%) were male showing the dominance of male academics staff over the female counterparts. The male students 696(66.8%) were more than their female colleagues 346(33.2%).

## Innovative Information Services available as perceived by the librarians faculty and students

**Table 1:** Innovative information services available by librarians

S/N	Available Innovation Information Service	4	3	2	1	Mean	Std. D.
<b>WEB CONFERENCING SERVICE</b>							
a.	Use of web conferencing for seminar (webinar) in the library	11 (13.3%)	44 (53.0%)	13 (15.7%)	15 (18.1%)	2.61	0.93
b.	Use of web conferencing for video presentation in the library	12 (14.5%)	37 (44.6%)	17 (20.5%)	17 (20.5%)	2.53	0.98
c.	Use of web conferencing for the library conference in the library	9 (10.8%)	44 (53.0%)	17 (20.5%)	13 (15.7%)	2.59	0.88
d.	Use of web conferencing for library lectures in the library	10 (12.0%)	42 (50.6%)	15 (18.1%)	16 (19.3%)	2.55	0.94
<b>Average mean</b>						<b>2.57</b>	<b>0.93</b>
<b>SOCIAL MEDIA BASED SERVICE</b>							
a.	Use of Facebook/Twitter/ WhatsApp/ YouTube for outreach purpose in the library	19 (22.9%)	36 (43.4%)	14 (16.9%)	14 (16.9%)	2.72	1.00
b.	Use of Facebook/Twitter/WhatsApp/ YouTube for promoting and marketing of library services	22 (26.5%)	31 (37.3%)	16 (19.3%)	14 (16.9%)	2.73	1.04
c.	Use of Facebook/Twitter/WhatsApp/YouTube for making announcement in the library	28 (33.7%)	18 (21.7%)	24 (28.9%)	13 (15.7%)	2.73	1.09
d.	Use of Facebook/Twitter/WhatsApp/ YouTube for reference services in the library	26 (31.3%)	19 (22.9%)	23 (27.7%)	15 (18.1%)	2.67	1.11
<b>Average mean</b>						<b>2.71</b>	<b>1.06</b>
<b>USER THIRD PLACE SERVICE</b>							
a.	Availability of chat room for relaxation.	34 (41.0%)	13 (15.7%)	22 (26.5%)	14 (16.9%)	2.81	1.15
b.	Making available chat room for users to explain issues among themselves	28 (33.7%)	15 (18.1%)	22 (26.5%)	18 (21.7%)	2.64	1.16
c.	Availability of discussion center for viewing programmes in the library	29 (34.9%)	24 (28.9%)	16 (19.3%)	14 (16.9%)	2.82	1.09
d.	Availability of game corner for relaxation in the library	22 (26.5%)	10 (12.0%)	35 (42.2%)	16 (19.3%)	2.46	1.09
<b>Average mean</b>						<b>2.68</b>	<b>1.23</b>
<b>LIBRARY WEBSITE SERVICE</b>							
a.	Updating of school events and library activities for library users on the site	27 (32.5%)	15 (18.1%)	26 (31.3%)	15 (18.1%)	2.65	1.12
b.	Availability of link to library's Virtual Reference Desk (VRD)	10 (12.0%)	36 (43.4%)	20 (24.1%)	17 (20.5%)	2.47	0.95
c.	Availability of link to Frequently Asked Question (FAQ)	7 (8.4%)	33 (39.8%)	20 (24.1%)	23 (27.7%)	2.29	0.97
d.	Availability of link to Current Awareness Services (CAS)	8 (9.6%)	32 (38.6%)	22 (26.5%)	21 (25.3%)	2.33	0.96
<b>Average mean</b>						<b>2.44</b>	<b>1.00</b>
<b>MOBILE TECHNOLOGY SERVICE</b>							
a.	Availability of mobile application to access library electronic resources	25 (30.1%)	18 (21.7%)	21 (25.3%)	19 (22.9%)	2.59	1.15
b.	Optimisation of library mobile application for MP/3 to listen to audio version of library programmes	11 (13.3%)	25 (30.1%)	27 (32.5%)	20 (24.1%)	2.33	0.99
c.	Availability of MP4 for library tour and library guide	8 (9.6%)	35 (42.2%)	22 (26.5%)	18 (21.7%)	2.40	0.94
d.	Availability of mobile application for reference services in the library	14	23	27	19	2.39	1.02



		(16.9%)	(27.7%)	(32.5%)	(22.9%)	<b>2.43</b>	<b>1.03</b>
<b>Average mean</b>							
<b>SMART STATION TECHNOLOGIES SERVICE</b>							
a.	Use of barcode scanners for scanning ISBN barcodes at the back of the book when cataloguing in the library	4 (4.8%)	35 (42.2%)	18 (21.7%)	26 (31.3%)	2.20	0.95
b.	Use of QR-code in your library for charging and discharging of information resources	12 (14.5%)	26 (31.3%)	22 (26.5%)	23 (27.7%)	2.33	1.04
c.	Use of QR- code compatible Library ID card for access the library	7 (8.4%)	30 (36.1%)	17 (20.5%)	17 (20.5%)	2.33	0.90
d.	Use of QR- code to have access to bibliographic details of books	4 (4.8%)	29 (34.9%)	35 (42.2%)	15 (18.1%)	2.25	0.81
<b>Average mean</b>						<b>2.28</b>	<b>0.93</b>
<b>Innovative Information Services Available (Overall Average mean = 2.52)</b>							
Readily Available=4, Available=3, Not Readily Available= 2, Not Available = 1.							
<b>Criteria:</b> $\bar{x} \leq 2.44$ = low, 2.50-2.99 = moderate, 3.0-4.00 = high.							

The overall average mean for available innovative information services according to librarians is ( $\bar{x} = 2.52$ ) indicating that the polytechnics libraries have a moderate level of innovative information service availability. The librarians have only made available innovative services moderately. The result showed that web conferencing service was little above average ( $\bar{x} = 2.57$ ), same for social media based service ( $\bar{x} = 2.71$ ), and user third place service ( $\bar{x} = 2.68$ ) while library website service availability was low ( $\bar{x} = 2.44$ ), same for mobile technology service ( $\bar{x} = 2.43$ ) and smart station technologies service ( $\bar{x} = 2.28$ ). Generally, the study indicated that the librarians viewed that available innovative information services in the polytechnic libraries was moderate.

**Table 2: Innovative information services available by faculty**

S/N	Available Innovation Information Service	4	3	2	1	Mean	Std. D.
<b>WEB CONFERENCING SERVICE</b>							
a.	Use of web conferencing for seminar (webinar) in the library	40 (15.5%)	120 (46.5%)	74 (28.7%)	24 (9.3%)	2.68	0.85
b.	Use of web conferencing for video presentation in the library	45 (17.4%)	99 (38.4%)	102 (39.5%)	12 (4.7%)	2.69	0.81
c.	Use of web conferencing for the library conference in the library	55 (21.3%)	124 (48.1%)	61 (23.6%)	18 (7.0%)	2.84	0.84
d.	Use of web conferencing for library lectures in the library	61 (23.6%)	135 (52.3%)	28 (10.9%)	34 (13.2%)	2.86	0.93
<b>Average mean</b>						<b>2.77</b>	<b>0.86</b>
<b>SOCIAL MEDIA BASED SERVICE</b>							
a.	Use of Facebook/Twitter/ WhatsApp/ YouTube for outreach purpose in the library	91 (35.3%)	109 (42.2%)	40 (15.5%)	18 (7.0%)	3.06	0.89
b.	Use of Facebook/Twitter/WhatsApp/ YouTube for promoting and marketing of library services	116 (45.0%)	89 (34.5%)	41 (15.9%)	12 (4.7%)	3.20	0.87
c.	Use of Facebook/Twitter/WhatsApp/ YouTube for making announcement in the library	84 (32.6%)	89 (34.5%)	63 (24.4%)	22 (8.5%)	2.91	0.95
d.	Use of Facebook/Twitter/WhatsApp/ YouTube for reference services in the library	77 (29.8%)	46 (17.8%)	107 (41.5%)	28 (10.9%)	2.67	1.02



<b>Average mean</b>					<b>2.96</b>	<b>0.93</b>
<b>USER THIRD PLACE SERVICE</b>						
a.	Availability of chat room for relaxation	117 (45.3%)	70 (27.1%)	41 (15.9%)	30 (11.6%)	3.06 1.04
b.	Making available chat room for users to explain issues among themselves	36 (14.0%)	141 (54.7%)	41 (15.9%)	40 (15.5%)	2.67 0.90
c.	Availability of discussion center for viewing programmes in the library	40 (15.5%)	94 (36.4%)	96 (37.2%)	28 (10.9%)	2.57 0.88
d.	Availability of game corner for relaxation in the library	52 (20.2%)	88 (34.1%)	84 (32.6%)	34 (13.2%)	2.61 0.95
<b>Average mean</b>					<b>2.72</b>	<b>0.94</b>
<b>LIBRARY WEBSITE SERVICE</b>						
a.	Updating of school events and library activities for library users on the site	46 (17.8%)	93 (36.0%)	85 (32.9%)	34 (13.2%)	2.59 0.93
b.	Availability of link to library's Virtual Reference Desk (VRD)	72 (27.9%)	95 (36.8%)	46 (17.8%)	45 (17.4%)	2.75 1.05
c.	Availability of link to Frequently Asked Question (FAQ)	24 (9.3%)	153 (59.3%)	52 (20.2%)	29 (11.2%)	2.67 0.80
d.	Availability of link to Current Awareness Services (CAS)	35 (13.6%)	159 (61.6%)	40 (15.5%)	24 (9.3%)	2.79 0.79
<b>Average mean</b>					<b>2.70</b>	<b>0.89</b>
<b>MOBILE TECHNOLOGY SERVICE</b>						
a.	Availability of mobile application to access library electronic resources	46 (17.8%)	170 (65.9%)	18 (7.0%)	24 (9.3%)	2.92 0.79
b.	Optimisation of library mobile application for MP/3 to listen to audio version of library programmes	68 (26.4%)	126 (48.8%)	52 (20.2%)	12 (4.7%)	2.97 0.81
c.	Availability of MP4 for library tour and library guide	46 (17.8%)	138 (53.5%)	68 (26.4%)	6 (2.3%)	2.87 0.72
d.	Availability of mobile application for reference services in the library	40 (15.5%)	127 (49.2%)	85 (32.9%)	6 (2.3%)	2.78 0.73
<b>Average mean</b>					<b>2.89</b>	<b>0.76</b>
<b>SMART STATION TECHNOLOGIES SERVICE</b>						
a.	Use of barcode scanners for scanning ISBN barcodes at the back of the book when cataloguing in the library	56 (21.7%)	105 (40.7%)	97 (37.6%)	-	2.84 0.75
b.	Use of QR-code in your library for charging and discharging of information resources	68 (26.4%)	104 (40.3%)	80 (31.0%)	6 (2.3%)	2.91 0.82
c.	Use of QR- code compatible Library ID card for access the library	71 (27.5%)	79 (30.6%)	72 (27.9%)	36 (14.0%)	2.72 1.02
d.	Use of QR- code to have access to bibliographic details of books	76 (29.5%)	122 (47.3%)	18 (7.0%)	42 (16.3%)	2.90 1.00
<b>Average mean</b>					<b>2.82</b>	<b>0.90</b>

**Innovative Information Services Available (Overall average mean = 2.81)**

**Readily Available=4, Available=3, Not Readily Available= 2, Not Available = 1.**

**Criteria:**  $\bar{x} \leq 2.44$  = low, 2.50-2.99 = moderate, 3.0-4.00 = high.

The overall average mean for available innovative information services according to Faculty members is ( $\bar{x} = 2.81$ ) indicating that the polytechnics libraries have a moderate level of innovative information service availability. The librarians have only made available innovation services moderately. Web conferencing service was average ( $\bar{x} = 2.77$ ), social media based service was relatively high ( $\bar{x} = 2.96$ ), user third place service was average ( $\bar{x} = 2.72$ ), same for library website service ( $\bar{x} = 2.70$ ), mobile technology service was relatively high ( $\bar{x} = 2.89$ ) and same for smart station technologies service ( $\bar{x} = 2.82$ ). Generally. The study indicated that the

faculty members who use the libraries viewed that available innovative information services in the polytechnic libraries was moderate, but higher than the perception of Librarians.

**Table 3: Innovative information services available by students**

Available Innovation Information Service		4	3	2	1	Mean	Std. D.
<b>WEB CONFERENCING SERVICE</b>							
a.	Use of web conferencing for seminar(webinar) in the library	222 (21.3%)	472 (45.3%)	236 (22.6%)	112 (10.7%)	2.77	0.90
b.	Use of web conferencing for video presentation in the library	137 (13.3%)	381 (36.6%)	421 (40.4%)	103 (9.9%)	2.53	0.84
c.	Use of web conferencing for the library conference in the library	279 (26.8%)	335 (32.1%)	336 (32.2%)	92 (8.8%)	2.77	0.94
d.	Use of web conferencing for library lectures in the library	229 (22.0%)	433 (41.6%)	268 (25.7%)	112 (10.7%)	2.75	0.92
<b>Average mean</b>						<b>2.71</b>	<b>0.9</b>
<b>SOCIAL MEDIA BASED SERVICE</b>							
a.	Use of Facebook/Twitter/ WhatsApp/ YouTube for outreach purpose in the library	187 (17.9%)	420 (40.3%)	138 (13.2%)	297 (28.5%)	2.48	1.09
b.	Use of Facebook/Twitter/WhatsApp/ YouTube for promoting and marketing of library services	199 (19.1%)	343 (32.9%)	222 (21.3%)	278 (26.7%)	2.44	1.08
c.	Use of Facebook/Twitter/WhatsApp/ YouTube for making announcement in the library	263 (25.2%)	344 (33.0%)	189 (18.1%)	246 (23.6%)	2.60	1.10
d.	Use of Facebook/Twitter/WhatsApp/ YouTube for reference services in the library	145 (13.9%)	328 (31.5%)	303 (29.1%)	266 (25.5%)	2.34	1.01
<b>Average mean</b>						<b>2.47</b>	<b>1.07</b>
<b>USER THIRD PLACE SERVICE</b>							
a.	Availability of chat room for relaxation	241 (23.1%)	408 (39.2%)	125 (12.0%)	264 (25.7%)	2.60	1.10
b.	Making available chat room for users to explain issues among themselves	263 (25.2%)	265 (25.4%)	250 (24.0%)	264 (25.3%)	2.51	1.12
c.	Availability of discussion center for viewing programmes in the library	324 (31.1%)	232 (22.3%)	347 (33.3%)	139 (13.3%)	2.71	1.05
d.	Availability of game corner for relaxation in the library	252 (24.2%)	239 (22.9%)	224 (21.5%)	327 (31.4%)	2.40	1.16
<b>Average mean</b>						<b>2.56</b>	<b>1.11</b>
<b>LIBRARY WEBSITE SERVICE</b>							
a.	Updating of school events and library activities for library users on the site	255 (24.5%)	231 (22.2%)	197 (18.9%)	359 (34.5%)	2.37	1.19
b.	Availability of link to library's Virtual Reference Desk (VRD)	155 (14.9%)	261 (25.0%)	298 (28.6%)	328 (31.5%)	2.23	1.05
c.	Availability of link to Frequently Asked Question (FAQ)	134 (12.9%)	403 (38.7%)	108 (10.4%)	397 (38.1%)	2.26	1.10
d.	Availability of link to Current Awareness Services (CAS)	159 (15.3%)	312 (29.9%)	194 (18.6%)	377 (36.2%)	2.24	1.10
<b>Average mean</b>						<b>2.28</b>	<b>1.11</b>
<b>MOBILE TECHNOLOGY SERVICE</b>							
a.	Availability of mobile application to access library electronic resources	240 (23.0%)	579 (55.6%)	88 (8.4%)	135 (13.0%)	2.89	1.91
b.	Optimisation of library mobile application for MP/3 to listen to audio version of library programmes	290 (27.8%)	237 (22.7%)	247 (23.7%)	268 (25.7%)	2.53	1.15
c.	Availability of MP4 for library tour and library guide	227 (21.8%)	414 (39.7%)	180 (17.3%)	221 (21.2%)	2.62	1.05
d.	Availability of mobile application for reference services in the library	108 (10.4%)	308 (29.6%)	321 (30.8%)	305 (29.3%)	2.21	1.98
<b>Average mean</b>						<b>2.56</b>	<b>1.52</b>
<b>SMART STATION TECHNOLOGIES SERVICE</b>							
a.	Use of barcode scanners for scanning ISBN barcodes at the back of the book when cataloguing in the library	109 (10.5%)	486 (46.6%)	144 (13.8%)	303 (29.1%)	2.38	1.01
b.	Use of QR-code in your library for charging and discharging of information resources	226 (21.7%)	339 (32.5%)	158 (15.2%)	319 (30.9%)	2.45	1.14
c.	Use of QR- code compatible Library ID card for access the library	110 (10.9%)	364 (34.9%)	271 (26.0%)	297 (28.5%)	2.28	0.99
d.	Use of QR- code to have access to bibliographic details of books	214 (20.5%)	375 (36.0%)	112 (10.7%)	341 (32.7%)	2.44	1.15
<b>Average mean</b>						<b>2.39</b>	<b>1.07</b>

**Innovative Information Services Available (Overall average mean = 2.49)**

***Readily Available=4, Available=3, Not Readily Available= 2, Not Available = 1.***

**Criteria:**  $\bar{x} \leq 2.44$  = low, 2.50-2.99 = moderate, 3.0-4.00 = high.

The overall average mean for the innovative information services made available according to student users is ( $\bar{x} = 2.49$ ), which is an indication that availability of innovative information services as viewed by the students is low in the selected Polytechnic libraries. From the result, web conferencing service availability is moderate ( $\bar{x} = 2.71$ ), social media based service is low ( $\bar{x} = 2.47$ ), while user third place service was assessed to be on the average ( $\bar{x} = 2.56$ ), library website service was considered low ( $\bar{x} = 2.28$ ), but mobile technology service was moderately available ( $\bar{x} = 2.56$ ) and same for smart station technologies service ( $\bar{x} = 2.39$ ). On the whole, the study indicated that the students surveyed viewed that available innovative information services in the polytechnic libraries was low.

### Innovative information services delivered as assessed by Librarians, faculty and students

**Table 4 :** Innovative information services delivered as assessed by Librarians

S/N	Innovative information services delivered to users	4	3	2	1	Mean	Std. D.
<b>WEB CONFERENCING SERVICE</b>							
a.	Use of web conferencing for seminar (webinar) in the library	3 (3.6%)	43 (51.8%)	30 (36.1%)	7 (8.4%)	2.51	1.70
b.	Use of web conferencing for video presentation in the library	8 (9.6%)	35 (42.2%)	30 (36.1%)	10 (12.0%)	2.49	0.83
c.	Use of web conferencing for library conference in the library	20 (24.1%)	19 (22.9%)	35 (42.2%)	9 (10.8%)	2.60	0.97
d.	Use of web conferencing for library lectures.	19 (22.9%)	30 (36.1%)	26 (31.3%)	8 (9.6%)	2.72	0.93
<b>Average mean</b>						<b>2.58</b>	<b>1.11</b>
<b>SOCIAL MEDIA BASED SERVICE</b>							
a.	Use of Facebook/Twitter/WhatsApp/ YouTube for outreach purpose in the library	29 (34.9%)	27 (32.5%)	17 (20.5%)	10 (12.0%)	2.90	1.02
b.	Use of Facebook/Twitter/WhatsApp/ YouTube for promotion and marketing of library services	30 (36.1%)	26 (31.3%)	21 (25.3%)	6 (7.2%)	2.96	0.96
c.	Use of Facebook/Twitter/WhatsApp/ YouTube for making announcement in the library	30 (36.1%)	24 (28.9%)	22 (26.5%)	7 (8.4%)	2.93	0.99
d.	Use of Facebook/Twitter/WhatsApp/ YouTube for reference services in the library	27 (32.5%)	31 (37.3%)	19 (22.9%)	6 (7.2%)	2.95	0.92
<b>Average mean</b>						<b>2.94</b>	<b>0.97</b>
<b>USER THIRD PLACE SERVICES</b>							
a.	Availability of chat room for relaxation.	13 (15.7%)	42 (50.6%)	20 (24.1%)	8 (9.6%)	2.72	0.85
b.	Making available chat room for users to explain issues among themselves	11 (13.3%)	38 (45.8%)	25 (30.1%)	9 (10.8%)	2.61	0.85

c.	Availability of discussion center for viewing programmes in the library	12 (14.5%)	42 (50.6%)	18 (21.7%)	11 (13.3%)	2.66	0.89
d.	Availability of game corner for relaxation in the library	11 (13.3%)	42 (50.6%)	18 (21.7%)	12 (14.5%)	2.63	0.89
<b>Average mean</b>						<b>2.66</b>	<b>0.87</b>
<b>LIBRARY WEBSITE SERVICE</b>							
a.	Updating of school events and library activities for library users on the site	15 (18.1%)	41 (49.4%)	16 (19.3%)	11 (13.3%)	2.72	0.91
b.	Availability of link to library's Virtual Reference Desk (VRD)	19 (22.9%)	26 (31.3%)	22 (26.5%)	16 (19.3%)	2.58	1.05
c.	Availability of link to Frequently Asked Question (FAQ)	17 (20.5%)	31 (37.3%)	19 (22.9%)	16 (19.3%)	2.59	1.02
d.	Availability of link to Current Awareness Services (CAS)	13 (15.7%)	31 (37.3%)	25 (30.1%)	14 (16.9%)	2.52	0.95
<b>Average mean</b>						<b>2.60</b>	<b>0.98</b>
<b>MOBILE TECHNOLOGY SERVICE</b>							
a.	Availability of mobile application to access library electronic resources	12 (14.5%)	33 (39.8%)	18 (21.7%)	20 (24.1%)	2.45	1.02
b.	Optimisation of library mobile application for MP/3 to listen to audio version of library programmes	11 (13.3%)	33 (39.8%)	23 (27.7%)	16 (19.3%)	2.47	0.95
c.	Availability of MP4 for library tour and library guide	17 (20.5%)	36 (43.4%)	18 (21.7%)	12 (14.5%)	2.70	0.96
d.	Availability of mobile application for reference services in the library	12 (14.5%)	40 (48.2%)	23 (27.7%)	8 (9.6%)	2.67	0.84
<b>Average mean</b>						<b>2.57</b>	<b>0.94</b>
<b>SMART STATION TECHNOLOGIES SERVICE</b>							
a.	Use of barcode scanners for scanning ISBN barcodes at the back of the book when cataloguing in the library	33 (39.8%)	19 (22.9%)	23 (27.7%)	8 (9.6%)	2.93	1.03
b.	Use of QR- code in your library for charging and discharging of information resources	20 (24.1%)	24 (28.9%)	25 (30.1%)	14 (16.9%)	2.60	1.04
c.	Use of QR- code compatible Library ID card for access the library	27 (32.5%)	14 (16.9%)	28 (33.7%)	14 (16.9%)	2.65	1.11
d.	Use of QR- code to have access to bibliographic details of books	26 (31.3%)	14 (16.9%)	29 (34.9%)	14 (16.9%)	2.63	1.10
<b>Average mean</b>						<b>2.70</b>	<b>1.07</b>

**Innovative Information Services Delivery (Overall average mean = 2.67)**

*(Strongly Agree=4, Agree=3, Disagree=2, Strongly Disagree=1)*

**Criteria:**  $\bar{x} \leq 2.44$  = low, 2.50-2.99 = moderate, 3.0-4.00 = high.

The result showed that the overall average mean for the innovative information services delivered to the users is as perceived by librarians is ( $\bar{x} = 2.67$ ) which is an indication that the polytechnic libraries could only deliver innovative information services at a moderate level to their users. Specifically, web conferencing service moderately delivered ( $\bar{x} = 2.58$ ), same for social media based services ( $\bar{x} = 2.94$ ), user third place ( $\bar{x} = 2.66$ ), library website service ( $\bar{x} = 2.60$ ), and mobile technology service ( $\bar{x} = 2.57$ ). Smart station technologies services delivery were on the average too ( $\bar{x} = 2.70$ ). Generally, the study indicated that the librarians viewed that innovative information services delivery in the polytechnic libraries was moderate. Social Media service seems to be the innovative service with the highest delivery rate.

**Table 5: Innovative information services delivered as assessed by Faculty**

S/N	Innovative information services delivered to users	4	3	2	1	Mean	Std. D.
-----	--	---	---	---	---	------	---------

**WEB CONFERENCING SERVICE**

a.	Web conferencing for seminar (webinar) is used in the delivering information services in the library	64 (24.8%)	91 (35.3%)	79 (30.6%)	24 (9.3%)	2.76	0.93
b.	Web conferencing for video presentation is used in the delivering information services in the library such as orientation services, matriculation etc.	96 (37.2%)	91 (35.3%)	47 (18.2%)	24 (9.3%)	3.00	.96
c.	Web conferencing for library conference is used in the delivering information services in the library	74 (28.7%)	115 (44.6%)	57 (22.1%)	12 (4.7%)	2.97	.83
d.	Web conferencing is used in the delivering lectures in the library.	102 (39.5%)	103 (39.9%)	35 (13.6%)	18 (7.0%)	3.12	0.89

**Average mean****2.96 0.90****SOCIAL MEDIA BASED SERVICE**

a.	Facebook/Twitter/WhatsApp/YouTube are used in outreach to library users	108 (41.9%)	72 (27.9%)	55 (21.3%)	23 (8.9%)	3.03	1.00
b.	Facebook/Twitter/WhatsApp/YouTube are used for promoting and marketing of library resources and services to user	84 (32.6%)	102 (39.5%)	61 (23.6%)	11 (4.3%)	3.00	0.86
c.	Facebook/Twitter/WhatsApp/YouTube are used for making announcement in the library i.e newly acquire books, new rules of the library, newly appointed polytechnic librarian	69 (26.7%)	129 (50.0%)	37 (14.3%)	23 (8.9%)	2.95	0.88
d.	Facebook/Twitter/WhatsApp/YouTube are used for reference services in the library i.e answering users queries	44 (17.1%)	147 (57.0%)	39 (15.1%)	28 (10.9%)	2.80	0.85

**Average mean****2.95 0.90****USER THIRD PLACE SERVICE**

a.	Availability of chat room for relaxation	18 (7.0%)	183 (70.9%)	39 (15.1%)	18 (7.0%)	2.78	0.67
b.	Making available chat room for users to explain issues among themselves	73 (28.3%)	84 (32.6%)	83 (32.2%)	18 (7.0%)	2.82	0.92
c.	Availability of discussion center for viewing programmes in the library	68 (26.4%)	105 (40.7%)	79 (30.6%)	6 (2.3%)	2.91	0.81
d.	Availability of game corner for relaxation in the library	72 (27.9%)	80 (31.0%)	94 (36.4%)	12 (4.7%)	2.82	0.89

**Average mean****2.83 0.82****LIBRARY WEBSITE SERVICE**

a.	Friendly website to provide update of school events and library activities for library users	61 (23.6%)	97 (37.6%)	88 (34.1%)	12 (4.7%)	2.80	0.85
b.	There are availability of link to library's Virtual Reference Desk (VRD)	25 (9.7%)	186 (72.1%)	41 (15.9%)	6 (2.3%)	2.89	0.58
c.	There are availability of link to Frequently Asked Question (FAQ)	24 (9.3%)	155 (60.1%)	68 (26.4%)	11 (4.3%)	2.74	0.68
d.	There are availability of link to library's Current Awareness Services (CAS)	18 (7.0%)	167 (64.7%)	61 (23.6%)	12 (4.7%)	2.74	0.65

**Average mean****2.79 0.69****MOBILE TECHNOLOGY SERVICE**

a.	There is provision of mobile application to access library electronic resources	44 (17.1%)	128 (49.6%)	30 (11.6%)	56 (21.7%)	2.62	1.01
b.	There is provision for optimisation of library mobile application for MP/3 to listen to audio version of library programmes	21 (8.1%)	123 (47.7%)	64 (24.8%)	50 (19.4%)	2.45	0.89
c.	There is availability of MP4 for library tour and library guide	17 (6.6%)	149 (57.8%)	30 (11.6%)	62 (24.0%)	2.47	0.93
d.	There is availability of mobile application for reference services in the library	47 (18.2%)	119 (46.1%)	74 (28.7%)	18 (7.0%)	2.76	0.83

**Average mean****2.58 0.92****SMART STATION TECHNOLOGIES SERVICE**

a.	Barcode scanners is used for scanning ISBN barcodes at the back of books.	51 (19.8%)	116 (45.0%)	55 (21.3%)	36 (14.0%)	2.71	0.94
b.	There is use of QR- code for charging and discharging of information resources	62 (24.0%)	99 (38.4%)	85 (32.9%)	12 (4.7%)	2.82	0.85
c.	There is use QR- code compatible Library ID card for access the library	29 (11.2%)	176 (68.2%)	29 (11.2%)	24 (9.3%)	2.81	0.75
d.	There is QR- code to have access to bibliographic details of books	39 (15.1%)	160 (62.0%)	47 (18.2%)	12 (4.7%)	2.88	0.71

**Average mean****2.81 0.81****Innovative Information ServicesDeliver (Overall average mean = 2.82)****(Strongly Agree=4, Agree=3, Disagree=2, Strongly Disagree=1)****Criteria:**  $\bar{x} \leq 2.44$  = low, 2.50-2.99 = moderate, 3.0-4.00 = high.

The faculty members in the Polytechnic opined that innovative information services delivered to academic staff is moderate ( $\bar{x} = 2.82$ ) From the result, the delivery of web conferencing service

was moderate ( $\bar{x}$ = 2.96), social media based service was moderately delivered ( $\bar{x}$ = 2.95), same for user third place service ( $\bar{x}$ = 2.83), library website service ( $\bar{x}$ = 2.79), The delivery of mobile technology service ( $\bar{x}$ = 2.58) and smart station technologies service were also moderate ( $\bar{x}$ = 2.81). Faculty member who use the Polytechnic libraries considered the delivery of innovative information Services as being moderate

**Table 6: Innovative information services delivered as assessed by students**

S/N	Innovative information services delivered to users	4	3	2	1	Mean	Std. D.
<b>WEB CONFERENCING SERVICE</b>							
a.	Web conferencing for seminar (webinar) is used in the delivering information services in the library	188 (18.0%)	416 (39.9%)	247 (23.7%)	191 (18.3)	2.58	0.99
b.	Web conferencing for video presentation is used in the delivering information services in the library such as orientation services, matriculation etc.	165 (15.8%)	387 (37.1%)	229 (22.0%)	261 (25.0%)	2.44	1.03
c.	Web conferencing for library conference is used in the delivering information services in the library	254 (24.4%)	467 (44.8%)	239 (22.9%)	82 (7.9%)	2.86	0.88
d.	Web conferencing is used in the delivering lectures in the library.	185 (17.8%)	371 (35.6%)	258 (24.8%)	228 (21.9%)	2.49	1.02
<b>Average mean</b>						<b>2.59</b>	<b>0.98</b>
<b>SOCIAL MEDIA BASED SERVICE</b>							
a.	Facebook/Twitter/WhatsApp/YouTube are used in outreach to library users	204 (19.6%)	340 (32.6%)	293 (28.1%)	205 (19.7%)	2.52	1.02
b.	Facebook/Twitter/WhatsApp/YouTube are used for promoting and marketing of library resources and services to user	153 (14.7%)	468 (44.9%)	257 (24.7%)	164 (15.7%)	2.59	0.92
c.	Facebook/Twitter/WhatsApp/YouTube are used for making announcement in the library i.e newly acquire books, new rules of the library, newly appointed polytechnic librarian	165 (15.8%)	328 (31.5%)	317 (30.4%)	232 (22.3%)	2.41	1.00
d.	Facebook/Twitter/WhatsApp/YouTube are used for reference services in the library i.e answering users queries	113 (10.8%)	366 (35.1%)	221 (21.2%)	342 (32.8%)	2.24	1.03
<b>Average mean</b>						<b>2.44</b>	<b>0.99</b>
<b>USER THIRD PLACE SERVICE</b>							
a.	Availability of chat room for relaxation	128 (12.3%)	441 (42.3%)	290 (27.8%)	183 (17.6%)	2.49	0.92
b.	Making available chat room for users to explain issues among themselves	127 (12.2%)	376 (36.1%)	278 (26.7%)	261 (25.0%)	2.35	0.99
c.	Availability of discussion center for viewing programmes in the library	137 (13.1%)	269 (25.8%)	359 (34.5%)	277 (26.6%)	2.26	0.99
d.	Availability of game corner for relaxation in the library	169 (16.2%)	300 (28.8%)	443 (42.5%)	130 (12.5%)	2.49	0.91
<b>Average mean</b>						<b>2.40</b>	<b>0.95</b>
<b>LIBRARY WEBSITE SERVICE</b>							
a.	Friendly website to provide update of school events and library activities for library users	143 (13.7%)	384 (36.9%)	326 (31.3%)	189 (18.1%)	2.46	0.94
b.	There are availability of link to library's Virtual Reference Desk (VRD)	121 (11.6%)	608 (58.3%)	181 (17.4%)	132 (12.7%)	2.69	0.84
c.	There are availability of link to Frequently Asked Question (FAQ)	92 (8.8%)	425 (40.8%)	319 (30.9%)	206 (19.8%)	2.39	0.90
d.	There are availability of link to library's Current Awareness Services (CAS)	115 (11.0%)	494 (47.4%)	256 (24.6%)	177 (17.0%)	2.53	0.90
<b>Average mean</b>						<b>2.52</b>	<b>0.89</b>
<b>MOBILE TECHNOLOGY SERVICE</b>							
a.	There is provision of mobile application to access library electronic resources	127 (12.2%)	378 (36.1%)	266 (25.5%)	273 (26.2%)	2.34	1.00
b.	There is provision for optimisation of library mobile application for MP/3 to listen to audio version of library programmes	62 (6.0%)	303 (29.1%)	385 (36.9%)	292 (28.0%)	2.13	0.89
c.	There is availability of MP4 for library tour and library guide	183 (17.6%)	432 (41.5%)	226 (21.7%)	201 (19.3%)	2.57	0.99
d.	There is availability of mobile application for reference services in the library	129 (12.4%)	325 (31.2%)	354 (34.0%)	234 (22.5%)	2.33	0.96
<b>Average mean</b>						<b>2.34</b>	<b>0.96</b>
<b>SMART STATION TECHNOLOGIES SERVICE</b>							
a.	Barcode scanners is used for scanning ISBN barcodes at the back of books.	162	443	124	313	2.44	1.08

		(15.5%)	(42.5%)	(11.9%)	(30.0%)		
b.	There is use of QR- code for charging and discharging of information resources	118	292	321	311	2.21	0.99
c.	There is use QR- code compatible Library ID card for access the library	99	410	154	379	2.22	1.04
d.	There is QR- code to have access to bibliographic details of books	137	282	297	326	2.22	1.03
		(13.1%)	(27.1%)	(28.5%)	(31.3%)		
Average mean						2.27	1.04

**Innovative Information Services Deliver (Overall average mean = 2.43)**

**(Strongly Agree=4, Agree=3, Disagree=2, Strongly Disagree=1)**

**Criteria:**  $\bar{x} \leq 2.44$  = low, 2.50-2.99 = moderate, 3.0-4.00 = high.

The students who use the Polytechnic library believe that the innovative information services delivered to them is at a low level ( $\bar{x} = 2.43$ ). From the result, the students were of the opinion that the Information Services delivered to them in their libraries were on the low side of things. Web conferencing service was considered as being moderate ( $\bar{x} = 2.59$ ), but social media based service ( $\bar{x} = 2.44$ ) and user third place services ( $\bar{x} = 2.40$ ), had low level of delivery. The delivery of library website service was moderate ( $\bar{x} = 2.52$ ); delivery of mobile technology service was low ( $\bar{x} = 2.34$ ) and same for smart station technologies service ( $\bar{x} = 2.27$ ). The students opinion generally was that there is little of no innovative information services delivered to them in these libraries.

## Discussion of findings

This study has revealed how librarians who provide the innovate information services themselves in the Polytechnic libraries perceive their services. One is constrained to adjudge that their assessment of the availability of the services is a true reflection of the situation of the libraries. Specifically some of the services were rated as moderate while others are rated as low. The librarians considered the available innovative information services as moderate, meaning that the services are not really available and that the available services operate in moderation, they are not full blown. The faculty assessment also on the whole scored the availability of innovative information services as moderate, however while the librarians scored some of the



services as low, the faculty assessed all the six major services as moderate, meaning that the services generally are not readily available to users; availability is at moderate level, users of the library do not have access to innovate services in its full face value. The students of the polytechnic who use the libraries surveyed felt that innovative information services are really not available in their institution's library. They scored service availability as low, meaning that there is little or no information services which are innovatively made available to them. The specific assessment of the services was a mixture moderate and low level of availability.

In summary the librarians and faculty observed that Web conferencing, social media-based services and user third-place services, website service, mobile technology service and smart station technologies service are moderately available while the student judged the services availability as low. This findings contradicts the findings of Adayi, Kudu, Dutse & Oche (2021), who reported that higher education institutions lack a social networking site for delivering library and information services. The reasons for these average and low scoring of the services availability could be traced to a general situation of low funding of academic libraries, infrastructural deficit and inadequate IT capacity on the part of Librarians to make the services available. Although the study perception of availability of innovative services as moderate suggest that that there is some potential for the services to be developed and made full blown as corroborated by Sonawane & Patil's (2015), social media presence and their application notably on Facebook, Twitter, and YouTube for library services are now popular among university library personnel in South-West Nigeria (Amuda & Adeyinka ,2017).

In terms of the innovative information services delivered in the libraries, the librarians who manage the libraries assessed their delivery of services as moderate; they do not assess their themselves as adequate in this regard. Specifically, they reported that all the services are not

adequately delivered but moderately provided. This self-assessment seems to suggest the librarians possess inadequate capacity and expertise to deliver these services to the benefit of the users. The faculty also adjudged the delivery of services as moderate. This assessment corroborates that of the librarians, they scored all the specific services as moderate. These findings suggest that the faculty has not really been privy to innovate library services and they have make do with what is available and delivered rather than what they desire. Although the students scored two of the services delivered as moderate, all other services assessed were scored as low, meaning that holistically, the student felt that the innovate information services delivered to them in the polytechnic libraries were rather poor. To the students little or no services that are innovate are rendered in the libraries. Danbaki, Muhammed, Gado & Ikegwuro (2020) found that librarians in Nigerian tertiary institutions use social media, with Facebook being the most popular social networking site only to a limited extent. This corroborates this study while findings of Adayi, Kudu, Dutse & Oche (2021), contradicts the study, it found that librarians do not use social networking sites to provide library and information services in higher education institutions.

## **Conclusion and Recommendations**

The study has brought to the fore the reality of the disappointing situation of innovative information services available and delivered in polytechnic libraries in Nigeria, based on the judgement of three critical stakeholders the librarians who make available and deliver the information services to users, the faculty staff who are one of the major users of the library services and the teeming students who unlike the other two are not staff of the polytechnics but students who depend on the tutelage and mentoring of the faculty and librarians. The faculty and librarians have assessed the services equally as being moderate in terms of its availability and

extent of delivery, however the students are of the opinion that innovate information services availability and delivery is really poor. It is instructive to note that the students assessment of the services needs to be put in perspective in the light of the reality that students are the most important stakeholder here, they depend on the other two for their educational direction, they owe the students a responsibility and the students opinion in this matter should be given utmost concern in terms of actions and processes to remediate the situation. The judgement of these three groups has implication for policy upgrade to improve on innovative services development and creativity in the libraries. For the sake of practice, the librarian need to dismantle barriers in terms of training and investigating what users wants in order to re-work and innovate operations of the library generally.

### **Recommendations**

The polytechnic libraries should imbibe the culture of change, encouraging innovation and creativity in its activities and operations, building the in its staff the principles of team spirit and collaboration. Innovative services should emanate out the needs to satisfy the yearnings of the users, the faculty and students, supporting the teaching and learning functions of the institutions. Investment in staff development, especially for the librarians should be instituted. Staff, including the faculty should attend trainings, conferences and workshop to re-skill and re-tool themselves periodically. Institutional facilities, library infrastructure should receive facelift and further improvement to encourage and support the initiatives of the library to innovate and improve upon its services. There is an urgent need for the librarians to understudy some of the best practices in innovative library services delivery such that the knowledge acquired are imbibed and transferred to their various libraries to enhance innovative information services delivery.

## References

- Abata-Ebire, B.D., Okesanya, R. O., Abiodun.,O .J., &Kusoro., A. (2019). Use of Mobile Technology for the Provision of Reference Services in Nigeria University Libraries. *Library philosophy and practice (e-journal)*, 2902. [https:// digital commons.unl.edu/libphilprac/2902](https://digitalcommons.unl.edu/libphilprac/2902).
- Adayi, O. I., Kudu, D., Dutse, L. I., & Oche, N. A. (2021). Empirical investigation of the extent of utilization of social media for effective Library and Information Service delivery in selected university libraries in Abia State, Nigeria. *Library Philosophy and Practice*, 1-16.
- Amuda, H. O., & Adeyinka, T. (2017).Application of Social Media for Innovative Library Services in South Western Nigerian University Libraries. *Journal of Balkan Libraries Union*, 10-18
- Anyawu, F. A. (2010). Practice of Entrepreneurship and Youth Empowerment. Owerri: Uzopietro Publisher.
- Chanda, A. (2019). Barcode Technology and its Application in Libraries. *Library Philosophy and Practice*. 10.2139/ssrn.3649957.
- Chunli, W., &Jinmin, H. (2011).Innovative Information service in the digital age. Available online at: <http://conference.ifla.org/fla77>
- Colaklar, H. (2014). Evaluation of Innovative Services at University libraries.*Journal of Balkan libraries union*, 2(2).

Danbaki, C. A., Mohammed, G. S., Gado, D. S. M., & Ikegwuro, P. U. (2020). Social media use in libraries and information services in Nigerian tertiary institutions. *Asian Journal of Research in Computer Science*, 6(3), 18-26.

Dhanyasree V.K. (2013). Social Media in Libraries: Why and How? In J. K. Vijayakumar and Pichappan (eds.), *Rejuvenated Libraries for Empowered Users: Digital Information Research Ltd*, London, 139 – 147.

Germano, M.A. (2011). Library Leadership that Creates and Sustains Innovation. *Library Leadership and Management*, 25(1), 1 – 14.

Gunjal, B. (2017). Innovative Services in libraries: Trends, Issues and Challenges. Retrieved on June 23, 2021 from <http://www.iiserpune.ac.in/~library/life2017/program/16/14-bhojaraju.pdf>

Janakiraman, A., Ormsby, R., & Subramanian, N. (2015). The role of Information and Communication Technology (ICT) in Libraries and Information Science (LIS) Careers in India.

Jange, S. (2015). Innovative Services and Practices in Academic Libraries. *Conference: 4<sup>th</sup> International Symposium on Emerging Trends and Technologies in Libraries and Information Services (ETTLIS)*. DOI: [10.1109/ETTLIS.2015.7048194](https://doi.org/10.1109/ETTLIS.2015.7048194)

Jantz, R. C. (2012). Innovation in Academic Libraries: An Analysis of University Librarians' Perspectives. *Library and Information Science Research*, 34(1), 3–12. <https://doi.org/10.7282/T3M90714>

- Khan, S. (2012). Application of Social Media in Marketing of Library and Information services: A case study from Pakistan. *Webology*, **9**(1).
- Kolhe, P. R., Dharaskar, R. M., Tharkar, M. H., Joshi, S., Desai, S., & Dapoli, B. S. K. K. V. (2016). Information Technology Tool in Library Barcode & Radio Frequency Identification (RFID). *IJISET - International Journal of Innovative Science, Engineering & Technology*, **3**(1), 81–86.
- Mehta, V., & Bosson, J. (2010). Third Places and the Social Life of Streets. *Environment and Behaviour*, **42** (6), 779-805. 10.1177/0013916509344677.
- Nagarkar, S. R. (2013). Use of Mobile Technology In Library Services. *Indian Streams Research Journal*, **3**(11), 1-4.
- Negi, D. S. (2014). Using Mobile Technologies in Libraries and Information Centers. *Library Hi Tech News*, **31**(5), 14-16.
- Oldenburg, R. (2002). Celebrating the Third Place: Inspiring stories about the “Great Good Places” at the Heart of Our Communities. New York: Marlowe.
- Pellen, R. M. & Miller, W. (2014). Innovations in Science and Technology Libraries. Hoboken: Taylor and Francis.
- Roberts, S., & Hunter, D. (2011). New Library, New Librarian, New Student: Using LibGuides to Reach the Virtual Student. *Journal of Library & Information Services in Distance Learning*, **5**, 67-75. 10.1080/1533290X.2011.570552.
- Sonawane, K. S. & Patil, P. T. (2015). Social Networking Tools for Academic Libraries. *Knowledge Librarian: An International Peer Reviewed Bilingual E-Journal of Library and Information Science*, **2**(4): 1-13.

Waghmare, D. D., & Salve, S. R. (2014). Innovative practices in Academic Libraries in ICT environment. *International Journal of Educational Research and Technology*, 5, 16-21.