INTRINSIC AND EXTRINSIC FACTORS AFFECTING THE DELIVERY OF INNOVATIVE LIBRARY SERVICES IN SELECTED ACADEMIC LIBRARIES IN OGUN STATE, NIGERIA

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ABSTRACT

This study examined both intrinsic and extrinsic factors that influence how innovative library services are delivered in academic libraries in Ogun State, Nigeria. The problem addressed by this study is the failure of academic libraries in Ogun State to provide innovative library services due to a combination of factors, including lack of creativity, inadequate physical facilities, insufficient IT infrastructure, and negative work culture. A descriptive survey design was adopted, together with a stratified random sampling approach, to choose a sample of 540 registered library users from the population (53,942) and 130 librarians. The professional library personnel of the selected academic libraries were selected using total enumeration. Data was collected via a self-designed questionnaire.

The collected data was evaluated with descriptive statistics such as mean, standard deviation, frequency counts, and percentages. The findings revealed that the selected institutions provided innovative library services such as publication and research assistance, indexing and abstracting, electronic/digital reference services via e-mail, and email alerts on current events. Both librarians and library users believed that inherent features deserve a large portion of the credit for offering imaginative library services. Library users felt that extrinsic variables have little impact on delivering new services, whereas librarians believed that extrinsic factors play a significant effect. Improved delivery of innovative library services was in the forms of provision of adequate infrastructure; creating a welcoming environment for patrons, adequate IT facilities in the library, and training for librarians on digital skills and competencies. In conclusion, intrinsic factors are perceived by both library users and librarians as highly responsible for delivering innovative library services, while extrinsic factors are perceived as highly responsible by librarians but low by library users. Therefore, the study recommends that the university administration offer additional funding for the acquisition of appropriate physical facilities necessary for the provision of cutting-edge library services, as well as establish internal training programmes for their employees.

Keywords: Academic libraries**,** Delivery, Extrinsic factors, Innovative library services, Intrinsic factors, Personnel

Introduction

Academic libraries offer many services to fulfil the information needs of their users, such as library performances and offerings. Academic libraries provide a wide array of services including classification, cataloguing, circulation, reservation, renewal, tracking new arrivals, providing current contents and awareness, selectively disseminating information, indexing and abstracting, offering reference assistance, delivering documents, facilitating interlibrary loans, granting access to externally purchased databases, CD-ROM databases, and online databases, publishing internal materials like newsletters and reports, and offering bibliographic services, among others (Hotsonyame, 2023). Innovative library services combine programmes that are adapted to better cater to the requirements of patrons, novel programmes facilitated by developing digital technology, and fresh services that foster transformative changes in research, teaching, and learning (Lewis, 2019).

According to Yashwant and Hemant (2024), innovative library services are defined as ICT-driven services that combines the use of the Internet, email, ICT training, information literacy programmes, and job application workshops. In addition, these libraries offer digital content distribution, content creation and management, and oversee the licensing and copyright processes for their organisations. E-library operations involve tasks such as managing internal electronic documents and records, providing access to e-books via intranets, and safeguarding the copyright of internal content made publicly available. Libraries are adopting various strategies to deliver their virtual services. Other modern library services include e-books, Wi-Fi, single sign-on, and a number of social networking tool possibilities. The delivery of library and information services is being altered by technology, and this has resulted in continual alterations to classic academic library systems.

The library and librarians are both influenced by these developments. Libraries have seen a revolution in their operations due to the explosion of information brought about by the age of information technology (Ma, 2020).

According to Lazarus and Suryasen (2022), for an academic library to continue serving its users, it has to reconsider its purpose and innovate to provide convenient, responsive services. As a result, the requirement to give information to a wide variety of users has encouraged the development of various novel library services that blend current technology with conventional library information services. Innovative library services are coming up with innovative ideas for increasing the functionality of library resources and settings. The provision of innovative library services is influenced by a variety of characteristics, which we divided into intrinsic and extrinsic categories in this study. These factors include boosting user patronage and the continued usage of library resources and services. According to Dolby and Rahatzad (2022), knowledge is the familiarity, awareness, or comprehension of someone or something, such as details, facts, or talents, which is received by education or experience through seeing, listening, or learning.

According to Sunaiyah, Siswanto, Dermawan, and Hasanah (2022), competence in a contemporary workplace demands a combination of abilities, traits, and behaviors that are directly connected to effective job production. Two types of talents were acknowledged by Supriyanto, Indratjahyo, and Munawaroh (2023) for librarians. The first group of skills pertains to knowledge in the disciplines of technology, management, research, information resources, and information access, as well as the capacity to apply this knowledge as a basis for library and information services. One collection of talents, beliefs, and attitudes that enable librarians to work successfully, communicate effectively, concentrate on lifelong learning, exhibit the value-added nature of their contributions, and prosper in the modern workplace are referred to as personal competences. The provision of innovative library services to patrons will increase when librarians receive sufficient training in this area; on the other hand, if librarians receive insufficient training, they will lack the expertise, knowledge, and competence to provide innovative library services (Kohankhaki, Rahimi & Ghaffari, 2021). According to Koloskova (2020), professionalism implies utilising professional judgment to meet users' or clients' requests. Meeting consumer expectations may occasionally collide with the policies of the funding agency for the library or information service, according to the librarian/information scientist. The way librarians handle themselves when delivering innovative library services displays professionalism as one of the criteria affecting such services.

Innovative library services are supplied successfully when librarians are proactive in offering them; when they are not, innovative library services are perceived as sloppy and unprofessional. The human environment in which library staff carry out their tasks is referred to as the work culture (Sultanik, 2022). Workplace culture, as defined by Adeniyi *et al.* (2024), consists of a range of perspectives and practices that can guide success. In this context, the provision of innovative library services will be enhanced by positive attitudes, views, and values, while negative beliefs and attitudes can hinder service delivery. The library policies, when supportive of innovation, will encourage both management and staff to provide the services they are entitled to. Consequently, it becomes essential to examine the intrinsic and extrinsic factors that impact the delivery of innovative library services in selected academic libraries in Ogun State.

Statement of the Problem

Innovative library services require a high level of knowledge, training, skills, professionalism, a positive work culture, and the availability of physical facilities and IT infrastructure. However, academic libraries often fail to provide these services, leading to user dissatisfaction. This could be due to librarians lacking creativity or experience in providing unique services, inadequate physical space, lack of air conditioning, and dim lighting. The main reason for this failure may be due to the absence of standard IT infrastructures like the Internet, computers, laptops, OPAC, software, and hardware. Work ethics and culture also play a role in this failure. A negative work culture can adversely impact workplace well-being, encourage careless behavior, cause behavioral imbalance, and undermine moral principles. Therefore, a librarian cannot provide innovative library services if they operate against the professional ethics and culture of the academic library. It is against this backdrop that this study sets out to examine the intrinsic and extrinsic factors affecting the delivery of innovative library services in selected academic libraries in Ogun State.

Objectives of the Study

The general objective is to examine intrinsic and extrinsic factors affecting the delivery of innovative library services in selected academic libraries in Ogun state. However, this study focused on the following specific objectives, which are to:

1. identify the innovative library services provided in selected academic libraries in Ogun State;
2. examine the extent to which the intrinsic factors identified in the study are responsible for the delivery of innovative library services in selected academic libraries in Ogun State;
3. ascertain the extent to which the extrinsic factors identified in the study are responsible for the delivery of innovative library services in selected academic libraries in Ogun State; and
4. identify strategies to enhance the delivery of innovative library services in selected academic libraries in Ogun State.

Research Questions

The following research questions were carefully formulated to guide the study:

1. What are the innovative library services provided in selected academic libraries in Ogun State?
2. To what extent are intrinsic factors identified in the study responsible for the delivery of innovative library services in academic libraries in Ogun State?
3. To what extent are extrinsic factors identified in the study responsible for the delivery of innovative library services in selected academic libraries in Ogun State?
4. What are the strategies to enhance the delivery of innovative library services in selected academic libraries in Ogun State?

Review of Related Literature

Goyol and Singya (2021) investigate the motivational factors of users' satisfaction with library and information services at Federal University Lokoja, University Library. A survey design was adopted for the study with simple random sampling techniques; the population of the study was 4,237 users. A sample size of four hundred and twenty (420) was drawn. The questionnaire was the instrument for data collection, 420 copies of the questionnaire were distributed and 400 were returned completed and usable. Data gathered were analysed and present in tables using simple percentage and frequency counts. The findings revealed that the purpose of users' visited the library was to be current on new arrival in their areas of discipline; all of the users are aware of circulation/customer services and satisfied with the services of the circulation, OPAC, orientation programme of fresher, their motivational factors for accessing the library and information services are the staff attitude (friendliness, availability for assistance and knowledge regarding the resources) and availability of up-to-date information resources.

Asuzu and Edom (2023) examined staff motivation variables and effective library service delivery in universities in Imo and Abia States, Nigeria. Three research questions and three hypotheses guided the study. A correlation design of a linear type was adopted for the study. A census technique was employed to cover the population of 167 librarians in the four universities. A rating scale captioned: "Staff Motivation and Effective Service Delivery Rating Scale (SMESDRS)" was used as an instrument for data collection. Data collected were analysed using Pearson (r) statistics while the hypotheses were tested using t-test statistics of simple linear correlation. The findings showed that the delivery of effective services in the academic libraries were significantly and positively influenced by a strong level of motivation in terms of providing opportunities for staff development, giving the staff promotion due to them as well as ensuring regular payment of their salaries and wages among others.

Ogonu (2020) examined the relationship between staff motivation and service delivery in higher institution libraries in Rivers State, Nigeria. Two research questions guided the study. Correlational study research design was adopted for the study with two research questions and one hypothesis tested at 0.05 level of significance. The population of 362 was used comprising of library staff in higher institutions in Rivers State. The total enumeration technique was used because it was of a manageable size. A rating scale by the researcher was used for data collection. The reliability was established through a test re-test method using Cronbach Alpha Coefficient at 0.816. Descriptive statistics was used to answer research question two while Pearson Product Moment Coefficient was for research question one and the testing of the hypothesis at 0.05 level of significance. The findings showed a strong positive and significant relationship between motivation and service delivery in the libraries studied.

However, the gap in the literature lies in the limited exploration of both intrinsic and extrinsic factors affecting innovative library services, particularly in the context of academic libraries in Ogun State, Nigeria. While previous studies focus on motivation, user satisfaction, and staff development, they do not fully address how these factors influence the delivery of innovative services. This study justifies the need to examine the specific roles of intrinsic (e.g., work ethics, skills) and extrinsic (e.g., infrastructure, resources) factors in shaping innovative library services in the region.

Methodology

For this study, a descriptive survey research design was adopted. Since opinions from a cross-section of target respondents are acquired through surveys, this one seemed acceptable. The registered library users of five (5) selected academic libraries, as well as the professional library personnel, make up the target group of the study. In particular, the following people make up this population of the study: 53,942 registered library users and 130 librarians.

Table 1: Population Distribution of the Study

S/No.	Academic Libraries	No. of Librarians	Sample	No. of Registered Library Users	Sample (1%)
1	Gbenga Daniel Library (TASUED)	7	7	8,150	82
2	Olabisi Onabanjo University, Library (OOU)	13	13	15,276	153
3	Babcock University (BU)	28	28	4,880	49
4	Nimbe Adedipe Library, University of Agriculture (FUNAAB)	23	23	18,834	188
5	Covenant University (CU)	22	22	3,380	34
6	Bells University of Technology (BUT)	26	26	2,532	25
7	Christopher University (ChU)	11	11	890	9
	Total	**130**	**130**	**53,942**	**540**

Source: Librarians' Offices in each of the selected libraries

The study used a total enumeration approach for the librarians and a stratified random sample technique for the library users. A stratified random selection approach was deemed suitable for this investigation due to the study's heterogeneous population. A sample of 1% of each stratum is drawn to reflect the sample size of the registered library users while total enumeration technique was used to capture all the librarians in the selected academic libraries. As a result, the total sample size is 657 respondents. Self-designed questionnaire was the instrument employed to obtain data from the respondents. A survey was originally presented to registered library users, and a second one was issued to the librarians of each university library that was included in the sample. There were two sections (A & B) on each questionnaire. Section B deals with essential questions on the issue that is being examined, whereas Section A covers the demographic data of the respondents. The information sought in Section B was obtained to gather relevant data for the study. The Statistical Package for the Social Sciences (SPSS version 21) was used to arrange and illustrate the data using a frequency distribution table, mean score, standard deviation, and percentage.

Data Analysis

RQ 1: What are the innovative library services provided in academic libraries in Ogun State?

Table 2: Responses of Library Users on the Innovative Library Services Provided

Innovative Library Services	Mean	Std. Dev.	Remark
Programmes for information literacy and user education in online libraries	3.30	1.263	Sig.
Delivery of email alerts on current events	3.08	.957	Sig.
Services for searching literature	2.97	1.250	Sig.
Services for compiling bibliographies	2.95	.996	Sig.
Services for publication and research assistance	2.89	1.230	Sig.
Services for indexing and abstracting	2.87	1.070	Sig.
Email-based electronic/digital reference services	2.82	1.232	Sig.
Using social media platforms to access library resources	2.80	1.333	Sig.
Services for document delivery	2.44	.980	Not Sig.
Implementing a system that charges and discharges itself	2.43	.871	Not Sig.
Facilities for reprographics	2.43	.976	Not Sig.
Outreach and extension services	2.40	.940	Not Sig.
Utilising services provided via cloud computing	2.35	.884	Not Sig.
A suggestion box with prompt action	2.33	1.329	Not Sig.
An amusement center with games	1.92	.985	Not Sig.
Overall Mean	($\bar{x}$) = 39.98		
Grand Mean	($\bar{x}$) = 2.67		

Decision: Grand mean score of 2.5 and above is significant.

Result in Table 2 reveals the ILS provided, as perceived by the library users. They are library user education/information literacy programmes ($\bar{x}$ = 3.30); current awareness electronic services ($\bar{x}$ = 3.08); Services for searching literature ($\bar{x}$ = 2.97); services for compiling bibliographies ($\bar{x}$ = 2.95); Services for publication and research assistance ($\bar{x}$ = 2.89); Services for indexing and abstracting ($\bar{x}$ = 2.87); electronic/digital reference services ($\bar{x}$ =2.82); and social networking sites for library services ($\bar{x}$ = 2.80).

Table 3: Responses of Librarians on the Innovative Library Services Provided

Innovative Library Services	Mean	Std. Dev.	Remark
Services for publication and research assistance	3.86	.855	Sig.
Services for searching literature	3.72	.980	Sig.
Facilities for reprographics	3.72	1.292	Sig.
Programmes for information literacy and user education in online libraries	3.65	.978	Sig.
Delivery of email alerts on current events	3.43	.800	Sig.
Services for indexing and abstracting	3.29	.979	Sig.
Services for compiling bibliographies	3.29	.837	Sig.
Email-based electronic/digital reference services	3.05	.972	Sig.
Using social media platforms to access library resources	2.92	.991	Sig.
Services for document delivery	2.92	.982	Sig.
Outreach and extension services	2.79	.977	Sig.
Utilising services provided via cloud computing	2.48	.959	Not Sig.
Implementing a system that charges and discharges itself	2.35	1.399	Not Sig.
A suggestion box with prompt action	2.28	1.334	Not Sig.
An amusement center with games	2.16	.868	Not Sig.
Overall Mean	($\bar{x}$) =45.91		
Grand Mean	($\bar{x}$) =3.06		

Decision: Grand mean of 2.5 and above is significant

Result in Table 3 reveals the ILS provided in the selected academic libraries as perceived by the librarians. They are Services for publication and research assistance ($\overline{x}$ =3.86); Services for searching literature ($\overline{x}$ = 3.72); Facilities for reprographics ($\overline{x}$ = 3.72); library user education/ information literacy programmes ($\overline{x}$ = 3.65); current awareness electronic services ($\overline{x}$ = 3.43); Services for indexing and abstracting ($\overline{x}$ = 3.29); services for compiling bibliographies(=3.29); electronic/digital reference services ($\overline{x}$ = 3.05); social networking sites for library services ($\overline{x}$ = 2.92); document delivery services ($\overline{x}$ = 2.92) and extension and outreach services ($\overline{x}$ = 2.79).

RQ 2: To what extent are the intrinsic factors identified in the study responsible for the delivery of innovative library services in selected academic libraries in Ogun state?

Table 4: Responses of Library Users on Extent Intrinsic Factors Responsible for ILS Delivery

Intrinsic Factors	Mean	Std. Dev.	Remark
Sufficient understanding of how to use online resources to assist users	3.51	.856	Sig.
Information and Communication Technology literacy	3.49	.858	Sig.
Professional ethics in offering innovative library services	3.35	.916	Sig.
Supporting conferences, workshops and seminars to enhance skills	3.10	.899	Sig.
Social media proficiency	2.94	1.119	Sig.
Information and Communication Technology training	2.89	.911	Sig.
Internal training in innovative library services	2.80	.980	Sig.
Computer training	2.80	.949	Sig.
Adequate training on utilising services provided via cloud computing	2.77	.981	Sig.
Fear of technological appliances	2.39	.999	Non Sig.
Overall Mean	($\overline{x}$) = 30.04		
Grand Mean	($\overline{x}$) = 3.00		

Decision: Grand mean of 2.5 and above is significant.

Table 4 reveal the extent at which the intrinsic factors identified in the study are responsible for the delivery of ILS, as perceived by the library users. Nine items out of ten on the measuring scale reveal significant scores while one item on the scale showed non-significant score.

Table 5: Responses of Librarians on Extent Intrinsic Factors Responsible for ILS Delivery

Intrinsic Factors	Mean	Std. Dev.	Remark
Internal training in innovative library services	3.99	.536	Sig.
Sufficient understanding of how to use online resources to assist users	3.93	.722	Sig.
Information and Communication Technology literacy	3.90	.579	Sig.
Social media proficiency	3.87	.680	Sig.
Professional ethics in offering innovative library services	3.84	.598	Sig.
Supporting conferences, workshops and seminars to enhance skills	3.79	.624	Sig.
Computer training	3.72	.629	Sig.
Information and Communication Technology training	3.72	.629	Sig.
Adequate training on the Utilising services provided via cloud computing	3.65	.757	Sig.
Fear of technological appliances	2.47	1.148	Non Sig.
Overall Mean	($\overline{x}$) = 36.88		
Grand Mean	($\overline{x}$) = 3.69		

Decision: Grand mean of 2.5 and above is significant.

Table 5 reveals the extent at which the intrinsic factors identified in the study are responsible for the delivery of ILS, as perceived by the librarians. Nine items out of ten on the measuring scale reveals significant scores while one item on the scale showed non-significant score. The results therefore suggest that the extent to which the intrinsic factors are responsible for the delivery of innovation library services is high.

RQ 3: To what extent are the extrinsic factors identified in the study responsible for the delivery of innovative library services in selected academic libraries in Ogun State?

Table 6: Responses of Library Users on Extent Extrinsic Factors are Responsible for ILS Delivery

Extrinsic factors	Mean	Std. Dev.	Remark
Low Internet bandwidth	3.13	2.669	Sig.
Irregular evaluation of service	2.86	.939	Sig.
Inadequate motivation packages	2.78	.996	Sig.
Irregular supervision	2.75	.994	Sig.
irregular power supply	2.62	1.297	Sig.
Non- challant attitude of library staff	2.49	1.258	Non Sig.
Work overload	2.46	.979	Non Sig.
Inadequate information technology facilities	2.44	.971	Non Sig.
Incentives for proactive services	2.40	.875	Non Sig.
Unsecured job security	2.38	.963	Non Sig.
Unconducive work environment	2.36	.970	Non Sig.
Inadequate air conditioner, fan and ventilation	2.34	1.373	Non Sig.
Unconducive environment	2.32	1.630	Non Sig.
Inadequate infrastructural facilities	2.29	1.228	Non Sig.
Inadequate reading carrels and chairs	2.14	1.236	Non Sig.
Overall Mean	**($\bar{x}$) = 37.76**		
Grand Mean	**($\bar{x}$) =2.52**		

Decision: Grand mean of 2.5 and above is significant.

Result in Table 6 reveals the extent at which the extrinsic factors identified in the study are responsible for the delivery of ILS, as perceived by the library users. Five items on the measuring scale reveals significant scores while ten items on the scale showed non-significant scores. The results therefore indicate that the extent at which the extrinsic factors are responsible for the delivery of innovation library services is low.

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Table 7: Librarians' Responses on Extent that Extrinsic Factors are Responsible for ILS Delivery

Extrinsic factors	Mean	Std. Dev.	Remark
Work overload	3.80	.646	Sig.
Low Internet bandwidth	3.68	.646	Sig.
Irregular power supply	3.61	.650	Sig.
Inadequate motivation packages	3.46	.745	Sig.
Unconducive environment	3.39	.914	Sig.
Inadequate information technology facilities	3.34	.726	Sig.
Irregular evaluation of service	3.31	.801	Sig.
Unconducive work environment	3.28	.802	Sig.
Inadequate air conditioner, fan and ventilation	3.24	.949	Sig.
Inadequate infrastructural facilities	3.21	.997	Sig.
Incentives for proactive services	3.19	.828	Sig.
Unsecured job security	3.10	.961	Sig.
Non-challant attitude of library staff	3.04	.997	Sig.
Irregular supervision	2.97	.864	Sig.
Inadequate reading carrels and chairs	2.76	.928	Sig.
Overall Mean	($\bar{x}$) =49.38		
Grand Mean	($\bar{x}$) =3.29		

Decision: Grand mean of 2.5 and above is significant.

Result in Table 7 reveals the extent at which the extrinsic factors identified in the study are responsible for the delivery of ILS, as perceived by the librarians. All the fifteen (15) items on the measuring scale reveal significant scores. The results therefore suggest that the extent at which the extrinsic factors are responsible for the delivery of innovation library services is high.

RQ 4: What are the strategies to enhance the delivery of innovative library services in selected academic libraries in Ogun State?

Table 8: Responses of Library Users on Strategies to Enhance ILS Delivery

Strategies to Enhance ILS Delivery	Frequency	%
Provision of adequate infrastructural facilities like computers, reading carrels, chairs, lighting etc.	495	91.7
Provision of conducive library environment	471	87.2
Provision of adequate IT facilities in the library	448	83.0
Adequate training of librarians on digital skills and competences	447	82.8
Acquisition of adequate professional and technical skills	441	81.7
Adequate supervision of library staff	441	81.7
Annual evaluation of library staff	399	73.9
Inclusion of innovative library service delivery in library management policy	387	71.7
Sponsorship to conferences, workshops and seminar	386	71.5
Marketing of library services to users	312	57.8
Organising in-house training of library staff	272	50.4

The result in Table 8 shows the strategies to enhance the delivery of ILS, as perceived by the library users. Provision of adequate infrastructural facilities like computers, reading carrels, chairs, lighting etc. 495(91.7%); provision of conducive library environment 471(87.2%); provision of adequate it facilities in the library 448(83.0%); adequate training of librarians on

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digital skills and competences 447(82.8%); acquisition of adequate professional and technical skills 441(81.7%); adequate supervision of library staff 441(81.7%); annual evaluation of library staff 399(73.9%); inclusion of innovative library service delivery in library management policy 387(71.7%); sponsorship to conferences, workshops and seminar 386(71.5%); marketing of library services to users 312(57.8%); and organising in-house training of library staff 272(50.4%) are the strategies to enhance the delivery of ILS.

Table 9: Responses of Library Staff on Strategies to Enhance ILS Delivery

Strategies	Frequency	%
Provision of adequate IT facilities in the library	114	97.4
Adequate training of librarians on digital skills and competences	109	93.2
Provision of adequate infrastructural facilities like computers, reading carrels, chairs, lighting	103	88.0
Provision of conducive library environment	103	88.0
Acquisition of adequate professional and technical skills	91	77.8
Inclusion of innovative library service delivery in library management policy	89	76.1
Sponsorship to conferences, workshops and seminar	87	74.4
Marketing of library services to users	83	70.9
Organising in-house training of library staff	80	68.4
Adequate supervision of library staff	77	65.8
Annual evaluation of library staff	75	64.1

The result in Table 9 shows the strategies to enhance the delivery of ILS as perceived by the librarians. Provision of adequate it facilities in the library 114(97.4%); adequate training of librarians on digital skills and competences 109(93.2%); provision of adequate infrastructural facilities like computers, reading carrels, chairs, lighting etc. 103(88.0%); provision of conducive library environment 103(88.0%); acquisition of adequate professional and technical skills 91(77.8%); inclusion of innovative library service delivery in library management policy 89(76.1%); sponsorship to conferences, workshops and seminar 87(74.4%); marketing of library services to users 83(70.9%); organising in-house training of library staff 80(68.4%); adequate supervision of library staff 77(65.8%); and annual evaluation of library staff 75(64.1%) are the strategies to enhance the delivery of ILS in the libraries.

Discussion of the Findings

The study found that the following cutting-edge library services are offered in the selected academic libraries in Ogun State: services for publication and research assistance; indexing and abstracting; electronic/digital reference services via e-mail; library user education and information literacy programmes; current awareness electronic services; literature search services; bibliographic compilation services; and social networking sites for library services. This is in line with the findings of Lal (2022), which reported that among other things, information and communication technology-based services, Internet and email use, ICT training, information literacy and job application classes, and the ask librarian virtual reference service can all be categorised as tools or techniques for

providing innovative library services. The study generally found that a large degree of credit goes to intrinsic reasons for the provision of new library services. This is consistent with Sibiya's (2023) assertion that the provision of ILS to library users is influenced by knowledge, competences, skills, and training.

The study also found that the degree to which the innovative library services provided in the libraries were attributable to the identified extrinsic variables. The library users of libraries believed that extrinsic variables have a little role in providing new services; librarians, on the other hand, believe that extrinsic factors play a large role. This refutes the claim by Das and Sarkar (2021) that a pleasant library is necessary to prevent students from choosing to use other sources to obtain the knowledge they require. Providing reading seats, tables, a brilliant lighting system, favorable accommodations with a steady power supply, air conditioners, fans, and other necessities are sometimes necessary for the successful delivery of new library services. It also reinforces Sharad's (2022) perspective, which defined infrastructure as the power (generating set, electrical installations, information and communication technology facilities, furniture, fittings, information materials, and library building) that supports library services and staff and user development. Accordingly, the presence of these physical facilities will promote the provision of innovative library services, while their absence will discourage the provision of such services.

The study also found that the following strategies will improve the delivery of innovative library services in the chosen institutions: providing adequate infrastructure, such as computers, reading carrels, chairs, and lighting; creating a welcoming environment for patrons; providing adequate IT facilities in the library; providing adequate training for librarians on digital skills and competences; acquiring adequate professional and technical skills; providing adequate supervision for library staff; conducting an annual evaluation of library staff; including innovative library service delivery in library management policy; sponsoring conferences, workshops, and seminars; and marketing library services to users. This is consistent with the theory put out by Applegate (2019), who posited that workshops—in addition to the training obtained at library schools-are essential for the development of librarians' professional abilities.

Furthermore, they stated that librarians must embrace and follow certain current trends, particularly as users are acquiring them. To satisfy user needs, librarians are required to become experts in these rapidly developing trends. These new skills include but are not limited to, web technology, information and knowledge management, working as a cybrarian-a librarian who focuses on the Internet instead of traditional library work-digital archiving, online cataloguing, digitization, and data mining abilities. The use of new ICT in libraries necessitates the immediate improvement of various LIS professional knowledge and skill sets. Additionally, it may be accomplished in academic libraries by providing ongoing training to staff members on cutting-edge technology, which is crucial for learning, developing, and improving a variety of professional skills, knowledge, and competencies.

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Conclusion

The study concludes that the library offers various services, including programmes to teach users how to find and use information, electronic updates on new materials, help with finding articles creating lists of resources, support for publishing and research, and services that index and summarize information. They also provide digital help through email and social media. Library users and staff believe that internal factors, like the library's own resources and efforts, play a big role in offering these innovative services. However, users think that external factors, like outside influences, have less impact, while staff believe they have more.

Recommendations

Based on the findings, the following recommendations were made:

1. The university management should support the university to enable the university authorities to provide additional cash for the acquisition of suitable physical facilities required for the provision of cutting-edge library services.

2. The management of the library should plan frequent internal training sessions for its employees and advocate on their behalf to the university authorities for the sponsorship of their staff attendance at national and international conferences, workshops, and seminars. This could be accomplished by incorporating these sessions into the library committee's policy for the library.

3. The library administration could guarantee the establishment and implementation of a policy requiring the staff to provide their patrons with new library services.

4. To provide a sufficient online platform for communication between students and staff, Internet services should be made available to both groups. This might be achieved by making sure that broadband connections are available inside the university setting.

5. To inspire library employees to serve patrons more effectively by utilising their talents and competencies, library management should provide a positive and supportive work environment. This may be done by making the offices more aesthetically pleasing and well-lit.

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Oluseun Mobolanle Sodipe is a Certified Academic Librarian with over nine years of experience in library management. She holds a degree in LIS from Tai Solarin University of Education and a Master in Information Resources Management from Babcock University, specialising in Library Science. Additionally, she has obtained certificates in Desktop Publishing, Computer Appreciation, and Advanced Citizenship and Leadership Courses. She is currently an Academic Librarian at Tai Solarin University of Education, began her career in 2015 as an Assistant Librarian and has since risen to the position of Librarian I. In her role, she teaches courses on study skills and library usage, supporting the educational and research needs of students and faculty. Sodipe has served as a Circulation Librarian, managing library circulation and patron records while providing excellent customer service. She currently works as a Cataloguing and Classification Librarian, leveraging her diverse skills to enhance library functions. A Fellow of Applied Information Practitioners (FAIMP) and a member of various professional associations, including the Nigerian Library Association and Women in Academics, she was certified by the LRCN in 2020. Her specialisation includes Application of ICT in libraries, Digital/Electronic Libraries, and Library Automation.