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PERCEIVED INFLUENCE OF QUALITY ASSURANCE SERVICES ON LIBRARY SERVICE DELIVERY OF LIBRARIANS IN FESTUS AGHAGBO NWAKO LIBRARY

Vivian Ukachi Nwaobasi
Department of Library and Information Science Nnamdi Azikiwe University, Awka.
v.nwaobasi@unizik.edu.ng

Victoria Oluchukwu Ugochukwu
Enugu State University of Science and Technology Agbani Library.
Victoriaugochukwu@esut.edu.ng
Justina Ogochukwu Osonwa
Department of Library and Information Science Nnamdi Azikiwe University, Awka.
jo.osonwa@unizik.edu.ng

ABSTRACT
This study determined the perceived influence of quality assurance services on library service delivery of librarians in Festus Aghagbo Nwako library. Four research questions guided the research. The study adopted case study research design. The study was made up of 17 professional librarians in Festus Aghagbo Nwako library. No sampling technique was drawn for the study because the number was manageable. The instruments for data collection were questionnaire and observation checklist. Data was analysed using descriptive statistics. The findings of the study revealed that the perception of quality assurance services on library service delivery in Festus Aghagbo Nwako library are enhanced user satisfaction, improved service quality, stronger reputation and trust amongst others. The study also revealed that there were challenges faced in determining the perceived influence of quality assurance services in FANL which include Limited resources for implementing quality assurance initiatives, Resistance to change from librarians in adopting quality assurance practices, Inadequate training and development opportunities for librarians in the area of quality assurance, Insufficient communication and collaboration among librarians in implementing quality assurance measures, Inconsistencies in the application of quality assurance standards across different library departments. The study suggested possible solutions to the challenges faced in determining the perceived influence of quality assurance services on library service delivery of librarians in Festus Aghagbo Nwako Library, Nnamdi Azikiwe University, Awka. Among other solutions are library can overcome limited resources by seeking alternative funding sources such as grants or partnerships, provide training and professional development opportunities to librarians on the benefits of quality assurance to manage resistance to change, invest in staff training programmes focused on quality assurance principles and practices to address inadequate training and development opportunities, establish regular meetings or committees dedicated to quality assurance to improve communication and collaboration.

Keyword: Service Quality, Library Service Delivery, Librarians.

Introduction

Libraries are service oriented organisations primarily concerned with the delivery of appropriate information resources and quality services tailored towards meeting users' information needs. It is the "heart of an institution" which provides a place for learners, teaching staff and research fellows for the sustenance of teaching, learning and research objectives of the institution (Idowu & Oso, 2022). Generally, libraries are instituted for providing information materials such as monographs, periodicals, electronic resources and other sources of recorded information. The university library in Nnamdi Azikiwe University named as Prof. Festus Aghagbo Nwako library is a hybrid library. Although the library was commissioned in March 2008, it opened its gate to readers in January 2009. The library holdings cover all fields of knowledge, it has an annex library which is the digital library with 500 computers and internet facilities. The departments are organized along the line of functions of the library. Udem, Ikenwe & Ugwuamoke (2020) summarised the vision of Prof. Festus Aghagbo Nwako library as follows: to rank among the world's best academic libraries; to employ the best practices in librarianship and Information Technology, to provide the necessary support to teaching and research in the university; and to achieve discipline, self-reliance and excellence in the conduct of its affairs. Libraries play a pivotal role in promoting information access and literacy, having a significant impact on the overall user experience with the quality of services offered.

Service Quality (SQ), according to Idowu and Oso (2022), is the degree at which services offered to library users, satisfy their information needs. Improvements to service quality may be achieved by improving operational processes, identifying problems quickly and systematically establishing valid and reliable service performance measures and measuring users' satisfaction. Kiriri (2018) suggested that libraries as service providers need to anticipate the needs of their users and demonstrate results to present to library users, for continuity as reliable service providers. This implies that it is expedient for university libraries to provide quality service appreciable by users. In this light quality service is the standard of library services as measured against users' needs/expectation. Kiriri (2018) defined service quality as "the difference between the actual customers' expectations of service and the perceived service". If the service offered by libraries, especially university libraries are good there is surely no doubt that the library users will place value on them. Library as a social institution has its value being conveyed in terms of the service, they render to library users. Library users are the greatest judges of the quality of services provided by librarians. Service quality is frequently related to three aspects in academic libraries: organisation, resources and information services provided by the library staff (Idowu & Oso, 2022). The success of every library which are attached to tertiary institutions is dependent on the ability to organise its resources and make available information services towards meeting the information needs of its users. Thus, it is dependent on library staff to engage in services that will enhance their

visibility in the academic environment. Service is often regarded as the fundamental value or basic competency for librarians (Hicks, 2016). Library service of librarians in Festus Aghagbo Nwako library is inherently linked to the overall service quality experience of library users' perceived influence of quality assurance services.

Perception of library service quality is the degree library users see their expectations and information needs being met through the services their library provides. The gap between library users' expectations and the actual services provided is reduced to the nearest minimal. That is, if the expectations of the library users are greater than the actual services provided, then the users' perceived influence of quality and value of the library service will be low which will lead to dissatisfaction with the services. Likewise, the higher their expectations are met, the more satisfied they are with the services (Udem, Ikenwe & Ugwuamoke, 2020). Perception is the entire process by which an individual becomes aware of the environment and interprets it so that it will fit into their frame of reference. Perception is also defined as the adaptation of reality, whereby inputs from the environment are selected, processed and interpreted to give them a purpose (Kiriri 2018). The quality assurance services implemented in Festus Aghagbo Nwako library should relate to the service quality perceived by library users, with a focus on understanding the perceived influence of these services on library service delivery.

Library service delivery entails the act of providing library users with the necessary professional assistance required to meet their information needs. This assistance is fragmented into different direct and indirect services which constantly need to be improved upon to catch up with the ever-changing information needs of the 21st century library users. A substantial amount of effort in scholarship has been placed on unravelling how an improved, enhanced or quality service delivery in libraries significantly influences their outcome. Libraries are taking measures to improve their service delivery to achieve and sustain quality. In improving quality of service delivery in libraries, Partap, (2019) suggested an increase in fund/budget allocation, training programs, raising the qualification of the staff and better library facilities. Service delivery within the academic library ensures the provision of total services in lifecycle activities offered within the library to its users. It is imperative for libraries to carefully explain their services for users to understand what to expect and what not to expect as they visit the library. The efficiency and quality of library service delivery may be significantly impacted by the level of training and support provided to librarians.

Librarians at this library play a central role in delivering these services, and their performance and effectiveness have a direct impact on the overall quality of service provision. Nwofor, Illorah & Nwaede (2023), defined a librarian as "an employee in the library that is tasked with the responsibility of providing library services to the users. They are employed in various categories such as professional staff (who are librarians including graduates with certification in the field of library and information science (LIS)/Information Science/Archives and Records Management with degrees such as

Bachelor Degree, Master's Degree or Ph.D) and non-professional library staff (Bachelor's Degree and OND/HND in other disciplines such as LIS, Engineering, Computer Science as well as SSCE holders)". The professional staff (academic librarians) handle the key library functions such as directing and planning professional duties and general activities in the various departments. The non-professional staff are secretaries, accountants, technologists, computer scientists and engineers as well as library officers who handle other library tasks in the various departments. Librarians provide information services and ensure that appropriate information materials are delivered and made reachable to information users with ease.

Furthermore, the provision of quality assurance services will go a long way in encouraging the information/library users to come to library more frequently. Idowu & Osu (2022) stated that the volume of books available to be use in the library, the quality of information services offered to users and the extent of satisfaction with the services delivered to the users, define the level of effectiveness of a library. Library service delivery plays a crucial role in providing access to information, supporting education and meeting the diverse needs of library users. However, librarians encounter various challenges that impact the quality of assurance services. The challenges faced in library service delivery, including budget constraints, staffing issues, technological limitations, changing user expectation and communication barriers, significantly impact the quality of services provided to users. Addressing these challenges requires innovative solutions, strategic planning and a user centric approach to overcome the obstacles and deliver high quality library services effectively. These challenges motivated the need for this study. Therefore, this study aims to ascertain the perceived influence of quality assurance services on library service delivery of librarians in Festus Aghagbo Nwako library, Awka.

Statement of Problem

From the era of provision of information on clay tablets and parchment to the days of Gutenberg, and now the modern society where libraries can be reached over mobile phones, computer systems and tablets, perception about librarianship profession has been key indices of their performance. The advent of information technology which brought about exponential growth in information on the internet has reduced library patronage not having interest in the services offered by librarians and also have negative influence on the reputation and relevance of librarians.

Despite the crucial role quality assurance services play in enhancing library service delivery, there is limited understanding of how these services are perceived by librarians in the Festus Aghagbo Nwako library. This study aims to explore the perceived influence of quality assurance services on library service delivery of librarians in Festus Aghagbo Nwako library, in order to identify potential areas for improvement and enhance overall service quality.

Purpose of study

The main purpose of this study is to determine the perceived influence of quality assurance services on library service delivery of librarians in Festus Aghagbo Nwako library. Specifically, the study tends to:

1. Determine types of quality assurance services provided by librarians in Professor Festus Aghagbo Nwako Library
2. Assess the perceived influence of quality assurance services on the delivery of library services by librarians in Festus Aghagbo Nwako library.
3. Identify any challenges faced in determining the perceived influence of quality assurance services on library service delivery of librarians in Festus Aghagbo Nwako library.
4. Proffer possible solutions to improving quality assurance services in Festus Aghagbo Nwako library.

Significance of study

The findings of the study will be beneficial to the following group of people: Librarians, libraries, library users, researchers and library management.

The findings of this research can contribute to the enhancement of service quality and professional development of librarians, that is, understanding how quality assurance services impact librarians' service delivery can help identify areas for improvement and optimization. By addressing the specific needs and challenges faced by librarians, the overall quality of library services can be enhanced. Insights from this study can inform the development of targeted training programs or resources to support librarians in delivering high-quality services. This can contribute to the professional development and skill enhancement of librarians in the Festus Aghagbo Nwako library.

The study will highlight successful quality assurance strategies and best practices that can be shared within the library community. This can serve as a benchmark for other libraries seeking to enhance their service delivery through quality assurance mechanisms.

This study will be beneficial to library users in effective use and knowledge of library services available for the purpose of learning, research, teaching, general educational purposes and for acquiring knowledge for personal development.

The study can assist library management in allocating resources more effectively towards quality assurance initiatives that have a tangible impact on service delivery. This can result in optimized resource allocation and improved organizational efficiency.

As there is limited research on the perceived influence of quality assurance services specifically on library service delivery of librarians in Festus Aghagbo Nwako library, this study can fill an important gap in the existing literature and contribute new knowledge to the field.

Research Questions

The following research questions guided the study:

1. What are the quality assurance services provided by librarians in Festus Aghagbo Nwako library?

2. What is the perceived influence of quality assurance services on library service delivery?
3. What are the challenges faced in determining the perceived influence of quality assurance services on library service delivery of librarians in FANL?
4. What are the possible solutions to the challenges faced in determining the perceived influence of quality assurance services on library service delivery of librarians in FANL?

Methods

The research design adopted for this study was descriptive survey research design. According to Nworgu (2015), descriptive survey is a design that aims at collecting data on a given population with cognizance to its characteristics, features or facts and describing it in a systematic manner. The descriptive research design was considered to be appropriate for this study because it dealt with the present situation and its result is interpreted as an accurate representation of the entire population that was studied.

The area of study is Nnamdi Azikiwe University Library. The university is owned and run by the federal government of Nigeria providing undergraduate and postgraduate education of an estimated student population of 36, 000. Nnamdi Azikiwe University has a library situated at the centre of the main campus named after the first vice-chancellor of the University. The Professor Festus Aghagbo Nwako Library is a hybrid library. It is one of the largest academic libraries in Nigeria. Although the library was commissioned in March, 2008, it opened its gate to readers in January, 2009. The Main Library has about 30,000sq. meters of floor space which could accommodate 3,000 readers at a time. The annex which is the Digital Library has a usable floor space of about 10,000 sq. meters

The population consisted of 17 professional librarians of Festus Aghagbo Nwako library. The population of this study comprised of all the librarians in Festus Aghagbo Nwako library at Nnamdi Azikiwe University, Awka. The number was given by the secretary to the school librarian when the researcher inquired of

Sample refers to the subset of the population to be included in the study while sampling technique is the procedure used to determine the same sampling size (Nworgu 2015).

No sampling technique was used in this study as the population is small and can be managed by the rest

The main instrument for collecting data for this study was a questionnaire titled "perceived influence of quality assurance services on library service delivery of librarians in Festus Aghagbo Nwako library questionnaire" (PIQASLSDLFANLQ). Research question 1 is about the quality assurance services provided by librarians which contains 20 items with its response option as (provided and not provided). Research question 2 contains 6 items on what is the perceived influence of quality assurance services on library service delivery, with its response option as (VHI, HI, LI, VLI). Research question 3 is on challenges in determining the perceived influence of quality assurance services on library service delivery of librarians, which

contains 11 items with its response option as (SA, A, D, SD). Research question 4 is on the solutions to proffer in improving quality assurance services containing 13 items with its response option as (SA, A, D,

The researcher personally distributed the questionnaire to the librarians and library users in the library at Prof. Festus Aghagbo Nwako library, Nnamdi Azikiwe University, Awka. The distribution and collection of the instrument was done by hand in order to minimize chances of loss. There were 17 copies of questionnaires distributed to the librarians. The instrument was collected after 5 (five) days of issuance to give them ample time to respond to the questions. The 17 copies were returned which represented 100% rate return. All 17 questionnaires were found usable. The 17 copies of the questionnaires were used for the analysis.

Presentation and Analysis of Data

Research Question 1: What are the quality assurance services provided by librarians in Festus Aghagbo Nwako library?

TABLE 1: Respondent's ratings on quality assurance services provided in Prof. Festus Aghagbo Nwako library.

S/N	ITEMS	PROVIDED	NOT PROVIDED
1	Performance Testing	√	
2	Functional Testing	√	
3	Security Testing	√	
4	Usability Testing	√	
5	Compatibility Testing	√	
6	Regression Testing		√
7	Stress Testing	√	
8	Acceptance Testing	√	
9	Test Automation	√	
10	Manual Testing		√
11	Certification and Compliance Testing	√	
12	Continuous Integration and Continuous Deployment	√	
13	Quality Audit	√	
14	Process Improvement	√	
15	Load Testing		√

Table 1 shows the quality assurance services provided and those not provided in Prof. Festus Aghagbo Nwako Library. From the list of services, the researchers observed through a checklist that the following quality assurance services were: Performance testing, Functional testing, Security testing, Usability testing, Compatibility testing, stress testing, Acceptance testing, Test Automation, Certification and Compliance testing, Continuous Integration and Continuous Deployment, Quality Audit, Process Improvement. While the following services were not provided; Load testing, Manual testing, Regression testing.

Research Question 2: What is the perceived influence of quality assurance services on library service delivery in Festus Aghagbo Nwako library?

Table 2: mean rating on the perceived influence of quality assurance services on library service delivery.

S/N	ITEMS	MEAN	DECISION
1	Enhanced user satisfaction	2.94	Agree
2	Improved service quality	3.18	Agree
3	Increased efficiency and effectiveness	3.12	Agree
4	Stronger reputation and trust	3.82	Agree
5	Support for continuous learning and innovation	2.65	Agree
6	Data - Driven decision making	1.47	Disagree
	Cluster mean	**2.86**	**Agree**

Table 2 shows responses for how librarians assess the perceived influence of quality assurance services on library service delivery. From the responses gotten the respondents, the perception of quality assurance services on library service delivery in Festus Aghagbo Nwako library are: enhanced user satisfaction, improved service quality, increased efficiency and effectiveness, stronger reputation and trust, support for continuous learning and innovation and data driven decision making. These items except one item generated positive rating of 2.94, 3.18, 3.12, 3.82, 2.65 respectively, whereas only one item generated mean rating of 1.47. Therefore, the mean cluster of 2.86 implies that enhanced user satisfaction, improved service quality, increased efficiency and effectiveness, stronger reputation and trust and support for continuous learning and innovation are the perceived influence of quality assurance services on library service delivery of librarians in Festus Aghagbo Nwako library.

Research Question 3: What are the challenges faced in determining the perceived influence of quality assurance services on library service delivery of librarians in FANL?

TABLE 3: mean rating on the challenges faced in determining the perceived influence of quality assurance services on library service delivery of librarians in Festus Aghagbo Nwako library.

S/N	ITEMS	MEAN	DECISION
1	Lack of clear indicators for measuring quality assurance in library service delivery	3.53	Agree
2	Limited resources for implementing quality assurance initiatives	3.82	Agree
3	Resistance to change from librarians in adopting quality assurance practices	3.59	Agree
4	Inadequate training and development opportunities for librarians in the area of quality assurance	3.88	Agree
5	Insufficient communication and collaboration among librarians in implementing quality assurance measures	3.41	Agree
6	Inconsistencies in the application of quality assurance standards across different library departments	3.29	Agree
7	Lack of external benchmarks or standards for comparison in evaluating the effectiveness of quality assurance services	3.59	Agree
8	Overemphasis on quantitative metrics over qualitative assessments in evaluating service quality	3.82	Agree

9	Difficulty in aligning quality assurance goals with broader institutional objectives and priorities	3.29	Agree
10	Challenges in sustaining quality assurance efforts over time due to turnover in library staff or leadership roles	3.59	Agree
	Cluster mean	**3.56**	**Agree**

Table 3 shows items for the challenges faced in determining the perceived influence of quality assurance services on library service delivery of librarians. From the responses of the respondents the challenges in determining the perceived influence of quality assurance services on library service delivery of librarians in Festus Aghagbo Nwako library includes: Lack of clear indicators for measuring quality assurance in library service delivery, Limited resources for implementing quality assurance initiatives, Resistance to change from librarians in adopting quality assurance practices, Inadequate training and development opportunities for librarians in the area of quality assurance, Insufficient communication and collaboration among librarians in implementing quality assurance measures, Inconsistencies in the application of quality assurance standards across different library departments, Lack of external benchmarks or standards for comparison in evaluating the effectiveness of quality assurance services, Overemphasis on quantitative metrics over qualitative assessments in evaluating service quality, Difficulty in aligning quality assurance goals with broader institutional objectives and priorities, Challenges in sustaining quality assurance efforts over time due to turnover in library staff or leadership roles. The responses generated from the respondents scored positive ratings of 3.53, 3.82, 3.59, 3.88, 3.41, 3.29, 3.59, 3.82, 3.29, 3.59, respectively. The mean cluster of 3.56 implies that Limited resources for implementing quality assurance initiatives, Resistance to change from librarians in adopting quality assurance practices, Inadequate training and development opportunities for librarians in the area of quality assurance, Insufficient communication and collaboration among librarians in implementing quality assurance measures, among others are the challenges in determining the perceived influence of quality assurance services on library service delivery of librarians in Festus Aghagbo Nwako library.

Research Question 4: What possible solutions to proffer in improving quality assurance services in Festus Aghagbo Nwako Library?

TABLE 4: mean rating on possible solutions to proffer in improving quality assurance services in Festus Aghagbo Nwako library.

S/N	ITEMS	MEAN	DECISION
1	To address the lack of clear indicators relevant to the library's mission	3.71	Agree
2	To overcome limited resources by seeking alternative funding sources such as grants or partnerships	3.35	Agree
3	Provide training and professional development opportunities to librarians on the benefits of quality assurance to manage resistance to change	3.12	Agree
4	Invest in staff training programs focused on quality assurance principles and practices to address inadequate training and development opportunities	3.82	Agree
5	Establish regular meetings or committees dedicated to quality assurance to improve communication and collaboration	3.41	Agree
6	Address inconsistencies in applying standards by developing library wide quality assurance policies and procedures	3.88	Agree
7	Libraries can participate in accreditation programs or seek benchmarking opportunities with similar libraries to address the lack of external benchmark.	3.35	Agree
8	Libraries can develop a balanced scorecard approach that includes both quantitative and qualitative assessments	3.24	Agree
9	Libraries should involve key stakeholders in the planning and implementation process to align quality assurance goals with instructional objectives	3.88	Agree
10	Create documentation and training materials to ensure continuity in quality assurance practices to sustain quality assurance efforts despite staff turnover.	3.47	Agree
	Cluster mean	**3.52**	**Agree**

Table 4 shows data that respondents agreed with the mean score above 2.50 that the possible solutions to the challenges faced in determining the perceived influence of quality assurance services in Festus Aghagbo Nwako library, are: address the lack of clear indicators relevant to the library's mission, overcome limited resources by seeking alternative funding sources such as grants or partnerships, provide training and professional development opportunities to librarians on the benefits of quality assurance to manage resistance to change, invest in staff training programmes focused on quality assurance principles and practices to address inadequate training and development opportunities, establish regular meetings or committees dedicated to quality assurance to improve communication and collaboration, address inconsistencies in applying standards by developing library-wide quality assurance policies and procedures, libraries can participate in accreditation programmes or seek benchmarking opportunities with similar libraries to address the lack of external benchmark, libraries can develop a balanced scorecard approach that includes both quantitative and qualitative indicators to balance qualitative and quantitative assessments, libraries should involve key stakeholders in the planning and implementation process to align quality assurance goals with institutional objectives and Create documentation and training materials to ensure continuity in quality assurance practices to sustain quality assurance efforts despite staff turnover. These items generated positive mean ratings of 3.71, 3.35, 3.12, 3.82, 3.41, 3.88, 3.35, 3.24, 3.88, 3.47, respectively Therefore the

cluster mean of 3.52 implies that these are possible solutions to proffer in improving quality assurance services in Festus Aghagbo Nwako library.

Summary of Major Findings

The major findings of this study were:

- The items listed such as enhanced user satisfaction, improved service quality, increased efficiency and effectiveness, stronger reputation and trust and support for continuous learning and innovation were the ways librarians assessed the perceived influence of quality assurance services on library service delivery of librarians in FANL.
- From the findings of the research there were challenges in determining the perceived influence of quality assurance services on library service delivery of librarians in FANL.
- The study shows possible solutions to proffer in improving quality assurance services in Festus Aghagbo Nwako Library.

Discussion of Results

The available quality assurance services at PFANL are performance testing, Functional testing, Security testing, Usability testing, Compatibility testing, stress testing, Test Automation, Certification and Compliance testing, Continuous Integration and Continuous Deployment, Quality Audit, Process Improvement. This against the study of Madukoma (2015), who identified the following services to library registered users: "loan services, reference services (both digital and print), interlibrary cooperation services, photocopy services, bibliographical services, binding services, lamination services, printing services, internet services, CD-ROM search, and readers' advisory services, and so on".

Findings show positive perception on the perceived influence of quality assurance services in FANL. This was indicated in table 2 as the respondents attest that enhanced user satisfaction, improved service quality, increased efficiency and effectiveness, stronger reputation and trust, and support for continuous learning and innovation are the ways librarians perceived influence of quality assurance services in PFANL. This was confirmed by Udem 'et al' (2020) that the perception of library service quality is the degree library users see their expectations and information needs being met through the services their libraries provide. In other words, the gap between library users' expectations and the actual services provided is reduced to the nearest minimal. Also, in the study of Moses (2016) that library service quality has a direct significant positive effect on the value of library services, library usage, and user satisfaction.

From the findings of the study Lack of clear indicators for measuring quality assurance in library service delivery, Limited resources for implementing quality assurance initiatives, Resistance to change from librarians in adopting quality assurance practices, Inadequate training and development opportunities for librarians in the area of quality assurance, Insufficient communication and collaboration among librarians in implementing quality assurance measures, Inconsistencies in the application of quality assurance standards across

different library departments, Lack of external benchmarks or standards for comparison in evaluating the effectiveness of quality assurance services, Overemphasis on quantitative metrics over qualitative assessments in evaluating service quality, Difficulty in aligning quality assurance goals with broader institutional objectives and priorities, Challenges in sustaining quality assurance efforts over time due to turnover in library staff or leadership roles, are the challenges faced in determining the perceived influence of quality assurance services on library service delivery of librarians. This is in accordance with Amaechi, Enweani, & Eke (2018) stated that the scope of library and information services is changing significantly and is moving parallel with technological developments and substantial changes are taking place in library and information centres as well as products and services offered therein. These changes however are being engineered by the waves of ICT with the potential of placing higher demands on library and information science professionals (Anyanwu, Uche and Ossai-Onah, 2014). To them there is need for re-designing and transforming library and information centres and its services to meet the demands of its users.

Library management and stakeholders should address the lack of clear indicators relevant to the library's mission, overcome limited resources by seeking alternative funding sources such as grants or partnerships, provide training and professional development opportunities to librarians on the benefits of quality assurance to manage resistance to change, invest in staff training programmes focused on quality assurance principles and practices to address inadequate training and development opportunities, establish regular meetings or committees dedicated to quality assurance to improve communication and collaboration, address inconsistencies in applying standards by developing library-wide quality assurance policies and procedures, libraries can participate in accreditation programmes or seek benchmarking opportunities with similar libraries to address the lack of external benchmarks. This is in accordance with Okoye (2016), who explains that libraries that spend money, time and effort to develop and sponsor trainings are rewarded with quality personnel who are capable of greater achievements and are eligible for greater responsibilities.

Conclusion

Based on the findings, the study concluded that Prof. Festus Aghagbo Nwako library has wide range of quality assurance services. More so, the study concluded that there were challenges faced in determining the perceived influence of quality assurance services in FANL and proffered possible solutions to the challenges faced in determining the perceived influence of quality assurance services of library service delivery in Festus Aghagbo Nwako Library, Nnamdi Azikiwe University, Awka. Among other solutions is utilising technologies, regular training and professional development, implement user feedback mechanisms, encourage innovations and allocate resources appropriately.

Recommendations

1. Library management and stakeholders should provide relevant and functional ICT facilities relevant to the library.
2. The library management should consider maximising user feedback mechanism in their decision making.
3. University management and stakeholders should improve on the resource allocation and allocate resources appropriately for effective quality services on library service delivery of librarians.
4. Library management should provide clear guidelines and expand training on quality assurance.

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