

## **Availability of Document Delivery Information Service and Decision-Making of Library Personnel in Public Universities, South-South Nigeria**

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### ***Abstract***

*This study on “Availability of Document Delivery Information Service and Decision-Making of Library Personnel in Public Universities, South-South Nigeria” was carried out to provide insight into the place of specific information service role in tertiary institutions library decision making. Availability of document delivery information service is a critical component of decision making by library personnel. It is the importance of this component that necessitated an investigation into the extent to which availability of document delivery services relate with decision making of library personnel. Ex-post factor survey design was adopted and the study was carried out in South-South Nigeria. Study population consisted of 315 library personnel and a four-points scale questionnaire was administered. Data collected was tested with simple regression analysis. It was discovered that availability of document delivery services is a significant predictor of decision-making of library personnel. It was recommended that document delivery information service should be improved and upgraded as it influenced personnel decision making.*

**Keywords:** *Document Delivery, Information Service, Decision Making, Availability, Library, Personnel*

### **Introduction**

Decision making is a critical component of the management process in every organization. All activities in the life of an organization revolve around decision and public university libraries organizations are not exempted. One important factor in library decision making process is availability of document delivery information service. Document delivery information service is the physical or electronic process of delivering document, data or information from a library collection to the actual position where a library user is, based on request from such user (Chatterjee, 2017). Personnel of libraries requires information, data and other resources to aid their managerial decisions for the effectiveness and efficiency of library organizations.

Availability or otherwise of document delivery information service to library personnel becomes an important step in library decision making process. The availability marks viability in decision making, while absent hinder the art of making effective and efficient decision, especially in

library setting (Chatterjee, 2017). It is in view of this that it becomes pertinent to examine availability of document delivery information service and decision making of library personnel of public universities in South-South Nigeria.

### **Statement of the Problem**

Resources availability is a key to organization decision making. Personnel of public university libraries in their daily routine have to make decisions for the benefits and satisfaction of users of library in order to ensure the achievement of goals of the library.

Decisions are slow in public university libraries, delayed and critical services not provided. This situation raised curiosity and questioned on the availability of document delivery information service which would have enhanced decision-making by the library personnel. The deplorable condition of public university libraries in Nigeria, such as: inadequate space; grossly insufficient library holding, lack of power supply for e-library facilities utilization, lack of awareness of personnel of emerging information services, and poor funding post major problem to library development. It is in this context that it became pertinent to examine availability of document delivery information service and decision making of library personnel in Nigerian public universities.

### **Aim of the study**

The aim of investigation is to determine the extent to which document delivery services are available for decision-making by library personnel. The aim is anchored on the research question. “To what extent does availability of document delivery information services relate with decision making of library personnel? In response to the research question, a hypothesis was formulated – “Availability of document delivery information services does not significantly relate with decision-making of library personnel”.

### **Methodology**

An ex-post facto survey research design was adopted to identify correlation between variables. The study area covered six states which make-up South-South Nigeria, namely: Cross River, Rivers, Akwa Ibom, Bayelsa, Edo and Delta States. South South Geo-political zone of Nigeria lies between longitude 7.50<sup>0</sup> and 9.28<sup>0</sup> east of the Greenwich Meridian and latitude 4.27<sup>0</sup> and 5.32<sup>0</sup> north of the Equator, covering an area of 70,000 square kilometers (National Geographic society, 2023). The area has a geographical population of 21,014,655 million people (National Population Commission, 2006).

Three out of six states were purposively taken for study and one federally funded and one state funded university library were studied in each state as presented in table I.

**Table I:** Schedule of Public University Libraries Personnel Distribution Studied

S/N	States	Names of Library	Academic Library	Library Offices	Total
1	Cross River	University of Calabar Library	13	95	108
		University of Cross River State Library	13	34	47
2	Akwa Ibom	University of Uyo Library	26	50	76
		Akwa Ibom State University Library	19	5	24
3	Rivers	University of Port Harcourt Library	19	20	39
		River State University of Science and Technology Library	11	10	21
	Total		101	214	315

Source: Authors Field Data Description

The study adopted a census sampling technique in which all population was studied, while selection of state and university libraries was determined based on convenience and proximity.

A research questionnaire titled “Library Information Services and Decision Making Questionnaire (LISADMEQ)” was used in eliciting response from respondents, with reliability coefficient of .71 to .85. The questionnaire followed a four-point likert scale: strongly agreed, agree, disagree and strongly disagree. Simple regression statistical analysis was considered and used as appropriate statistical tool to test the null hypothesis.

To ensure ethical standard, no participant privacy was invaded without consent, anonymity and confidentiality were topmost priority. Approvals were sought and obtained from institutions from which participants (respondents) were drawn from.

### **Theoretical Framework**

The Bureaucratic politics model was considered appropriate theoretical framework to order data in the investigation. It was developed by Allison (1969) on the assumption that decision outcomes emerged out of bargaining from actors in governmental organizations, which public university libraries are. The actors (library personnel) negotiate in terms of their varying preferences, abilities, intellect, resources available and power position (Allison, 1969). Bargaining for decision comes out of a give-and-take process which is to the advantage of individual actors and organizational interest. The major objects at the disposal of negotiation is information available to them for utilization which may not be available to others in terms of intellectual prowess and power position.

The goal of bureaucratic politics model is effectiveness as this offers encouragement to both professionals and para-professional personnel of the library to bring out their best in the contribution of ideas and inputs which will ensure positive outcomes for the library and University in general. The university and its library is a bureaucratic organization, where authority flows from the top to the bottom, guided by rules and regulations. The relevance of bureaucratic politics model is the freedom it allows for input of ideas on each and every library personnel on how best to tackle issues which may occur in the library for the goals, aims and objectives of the library to be achieved.

### **Literature Review on Availability of Document Delivery Services and Decision-Making among Library Personnel**

Document delivery service (DDS) also known as document supply services ensures electronic or physical delivery of documents to a business location or residence of a user at his request (Chatterjee, 2017). In a study in Ethiopia, Demilew (2005), it was discovered that crumpled academic calendar negatively hindered the potential of Electronic Document Delivery services for Academic Libraries, which affected the need to share scholarly local and foreign journals that form valuable input in decision making. The traditional method of document delivery (DD) was 28.9 percent slower based on the time allowed on the academic calendar, therefore following Electronic Document Delivery Service (EDDs) which boosted delivering up to 84.7 percent. The problem in Nigeria is the frequency of power supply and energy coverage to subscribe to Electronic Document Delivery System. Consequently, power scarcity necessitates reliance's on traditional delivery which slow down decision, coupled with instability of academic calendar as identified in Ethiopia (Demilew, 2005).

In a study on the role of Document Delivery Service in aiding effectiveness of decision-making by library personnel, usage analysis was carried out to ascertain collection building and reforming in a high-caliber research community which uses interest research groups, spanning 2010 to 2013 with the use of online questionnaire. Results gathered indicates 71% for 2010 and 95% for 2013

implying Document Delivery Services was a major tool of decision making by library personnel with statistical value for drawing inference in decision making process (Vijayakummar and Barayyan, 2015).

Seefeldt and Syre (2011) also found that library personnel make decisions based on document delivery statistics and maintain that they make decision to improve their services since traditional tools and methods were no longer making much impact in the world, making them to put more conscious effort in adopting to and adopting emerging technologies in order to ensure effectiveness in decision making.

Three major factor that govern the efficiency of document delivery services are: speed of delivery; satisfaction rate of users; and cost of the delivery service. The problems affecting document delivery service: non-availability of required document, budget and availability of fund for procurement, copyright law, patency and associated restrictions and storage facility reliability are also factors prevalent also in Nigeria tertiary institution libraries (Library Learning Portal, 2017).

The purpose of Vijayakummar and Barayyan (2015) study was to assess the effectiveness of document delivery services and its impact on libraries personnel decision making. The research was based on data collected on the perception response of document delivery service users, which shows that without availability of information through document delivery service, library personnel will not be able to discharge their information services and take effective decisions which would meet the expectations of library users. It is in the light of the above that library personnel in public universities in South-South geo-political zone of Nigeria were examined to ascertain the effectiveness of library decision making, if it is consequent upon availability of document delivery service in its traditional form or electronically.

## Result and Discussion

Hypothesis: There is no significant relationship between availability of document delivery services and decision-making of library personnel.

General description of data:

N = 315 and X = 17.5143 and SD = 2.01640

**Table 2:**

Simple regression result of the relationship between availability of document delivery services and decision-making of library personnel

Model	R	R. Square	Adjust R Square	Std	Error of the square
1	.685(a)	.469	.468	2.27752	
Model	Sum of square	df	Mean square	F	P-Value
Regression	1436.845	1	1436.845		
				2.77.005*	.000 (a)
Residual	1623.555	313	5.187		
Total	3060.400	314			

Source: Authors' Analytical Construct. significant at .05 level

The independent variable is availability of document delivery services; while the dependent variable is decision-making of library personnel. Simple regression analysis was employed to test the hypothesis. The result of analysis is presented in table 2.

The simple regression analysis of the relationship between availability of document delivery services on the decision-making of library personnel yielded a coefficient of multiple regression (R) of .685 and a multiple regression R-square ( $R^2$ ) of .469 and an adjusted  $R^2$  of .468. the adjusted  $R^2$  of .468 indicted that the availability of document delivery services accounts for 46.62 of the determinant decision-making of library personnel in the study area. This finding is a critical indication that availability of document delivery services is relatively high in the area of the study. The F-value of the analysis of variance (ANOVA) obtained from the regression table was  $F=277.005$  and the sig. value of .000 (or  $P>.05$ ) at the degree of freedom (df) 1 and 313. The implication of this result is that availability of document delivering services is a significant predictor of decision-making of public university library personnel.

### **Discussion of Findings**

The finding of hypothesis test shows that availability of document delivery information service significantly relates with decision-making of library personnel. This finding falls in line with Demilew (2005) studies of academic libraries in Ethiopia in which increasing number of increase usage of library holdings resulted in library personnel decision on rationing staff and students access and bringing up documents delivery as a new decision to boost library performance. This finding also encouraged library personnel training in document delivering technology where documents available in other systems can be tracked and delivered to users in a system it is needed as noted by Melder (2005).

The finding also collaborates Vijayakummar and Barayyan (2015) survey finding that document delivery services statistics is a major tool of decision-making by library personnel that will facilitate development of a better and highly utilized collection in libraries. Consequently, universities should ensure improvement and upgrading of library document delivery information service in order to promote effectiveness in library personnel decision-making.

### **Conclusion**

It is concluded that availability of document delivery information services significantly relates with library personnel decision making. Where document delivery information service is not readily available, decision making is slowed down or distorted, but when it is available, decision is facilitated and the result is effectiveness in decision making. In the light of the above, ensuring availability of document delivery information services is essential for organizations and decision makers, especially library organizations and library personnel.

### **Recommendations**

Based on the finding of this study, universities should plan for the improvement and upgrade of document delivery information service so as to promote effectiveness in library personnel decision-making. Also, the university management should set aside funds for training library personnel in the area of document delivery system technology where they will learn and gain proficiency in tracking, as well as delivery of audited information promptly to users. Academic calendar should be streamlined to ensure proper utilization of delivered information. Alternative energy sources should be provided to prevent power supply problems.

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