Information Service Delivery (ISD) in
Academic Libraries: Discovering new
Ways of Satisfying the Information Needs
of Library Users

By

Alabi, A.O, Nduka, S.C and Olatise, O.M

Academic Libraries are at the forefront of providing information services to respective communities in order to support their teaching, learning and research needs. Although most university libraries in Africa also extend their services to users from outside the university community. Effective delivery of information services that meet the needs and aspirations of citizens, decision-makers and life-long learners is a long standing goal of the information profession. The role of librarians is to support, enrich and provide superb services – in person and online. This study, therefore, investigates the information service delivery methods available in academic libraries in Nigeria, the strategies in place and new ones that could be developed.

Survey research design was adopted for the study with questionnaire as the research instrument. 24 librarians were randomly chosen from
Data obtained were statistically analyzed using descriptive statistics. The study showed that the use of Booklets or Library Guides, Face to face delivery method and regular hands on training for library users are strategies used for information service delivery to their users. Based on this finding, a case was made for new strategies that academic libraries can utilize for effective information service delivery.