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Catching Up with Innovation and Trends in University Library Services in Nigeria: an Analytical Study of University Library Websites in Nigeria

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 Abstract

*This study focused on the emerging innovative and trendy services on the library websites of all the approved 49 Federal Universities in Nigeria. Document examination was used as an instrument for data collection. The Library websites of all the approved Federal Universities in Nigeria were examined to collate data for this study. Three research questions were developed and analysed quantitatively using fre*quency tables and simple percentages. *The result revealed that some of the Federal University libraries operate without library websites. Again, the study revealed that twenty-three innovative and trendy services were found displayed on the library websites of the Federal university libraries. The majority of the Federal University libraries have inadequate innovative services on their websites e.g. 32 out of 49 have between 0-5 innovative services only, on their websites, which are on the ratios of* 7:2:4:6:6:7 *universities to* 0:5:4:3:1:2 *services respectively. Again findings revealed that twelve universities have no official library websites at all. The findings of this study have made it possible for university libraries to discover their shortcomings of not having a library website and of adequate innovative services that would satisfy the needs of present-day information users. This study also makes academic libraries see the need to update their websites from time to time. Holistically, this research adds to the existing body of knowledge on academic library website creation and development. The study brought to the limelight what emerging innovative services are and the need to integrate them on the university library websites particularly in this digital era as there is limited research conducted on this topic. It, therefore, recommends that Federal universities should not only have official library websites but that they should integrate all their innovative services on the websites to enable them to catch up with innovation and trends in library services.*

Keywords: *library services, innovative services, trends, library websites, university libraries, Federal universities, Nigeria*

Introduction

Technological advancement has transformed the traditional ways of doing things in business, politics, socio-economic activities, and library service is no exception. Owing to technological advancement, users now prefer to go online in search of their information needs instead of visiting the physical library. Hence it is expected that libraries must join the trend or go into extinction. A trend is a direction where something is developing or changing to. Library services are gradually moving from analog to digital, service-oriented to user-oriented, face-to-face to online services, static to interactive services, etc. Today, you cannot talk about trends in library service without mentioning the innovations in library services. And most of the innovative services in libraries can only be offered through the World Wide Web. This is why libraries that

know their onus push their services to their library websites not only for easy accessibility or visibility both within and globally or for accelerated patronage by members of their communities but in ensuring that present-day users' online interest is met. Owing to the fact that users' interest is paramount, some even go as far as adjusting or innovating their already existing services to meet the online requirements of their patrons or go as far as introducing new services entirely. All these are an attempt to catch up with the emerging trends in satisfying the users' information needs.

Some of these innovative services in the library include social media services, the introduction of new technologies, web-based services, creation of spaces in the library, makerspaces, Research Support Service (RSS); space bookings, and service to special needs clients; among others. These services are hosted on the university library websites for users' awareness and use.

A Website is an electronic brochure and also a source of information made available to the whole world 24/7. It may be provided by individuals, special interest groups, educational institutions, governments, libraries, etc. (Kehinde and Tella, 2012). According to Kumar and Bansal (2014), a library website is the only way to make the services of the library available to the users. It lends credence to its services and also creates confidence among its users that they are going to be served with quality services of a very high order. Contrarily, the findings of Oriogu (2021) revealed that most of the private university libraries in the Northern part of Nigeria have not enriched the content of their library websites, which implies that not all the library services are available on the websites. Again, Kehinde and Tella (2012) study on the Assessment of Nigerian University Library Web Sites/Web Pages revealed a low level of web 2.0 in most of the three categories of university library websites studied. Although there are replete studies on university library websites in Nigeria not much has been written on the emerging innovation and trendy services displayed on the library websites of all the Federal universities in Nigeria. This lack informed this study. This study, therefore, wants to fill this gap in the literature. The general purpose of this study is to ascertain the tendency of the innovative services on the library websites in catching up with the trends in library service. The specific objectives of the study include:

1. To identify the Federal universities in Nigeria and their library website.
2. To identify the emerging innovative and trendy library services on the library websites of the

Federal Universities in Nigeria.

3. To determine whether the innovative services displayed on each library website are adequate to catch up with trends in today's library service.

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Research Questions

1. What are the library websites of Federal universities in Nigeria?

2. What are the innovative and trendy services on the library websites of the Federal Universities in Nigeria?

3. Does the emerging innovative and trendy services on the library websites of the federal universities adequate to measure or catch up with what is trendy in library service.

Literature Review

Emerging trends and innovative activities in libraries are helping to improve the quality of library services. Innovation is defined as a process that involves multiple activities to discover new ways to do things (Toolshero, 2013-2022). In the business world, innovations create larger opportunities that lead to the growth, survival, and success of a company. When companies innovate they set their organization in a different standard to identify new prospects and the best ways to solve present problems (Toolshero, 2013-2022). In the same way, when innovation and trendy services are applied in the library service, it's no doubt also sets the library in a different paradigm. It transforms old ways of offering library services into new trending ways which directly or indirectly brings to the libraries growth, relevance, and value. Again, the digital native's needs and expectations are likely to be met. No wonder, Song (2020) reiterates that users' needs are always the driving force behind library development. In order words, any innovation introduced must align with the needs of the users. Innovative practices applied in any library create its image in the minds of the users – the students, faculty, and staff. Innovation is also defined as the introduction of something new or different. It leads to the introduction of new ideas, devices, or methods (Henderson, 2017). Innovation as a concept refers to the process an organization embarks on to conceptualize brand new products…ideas to advance existing products and ideas in new ways (Purcell, 2019). Furthermore, Purcell (2019) in the business viewpoint stated three critical factors on the importance of innovation: growth of the company;

organization's relevance, and helping in differentiating an organisation from others. Etebu and Zacchaeus (2020) in their study listed some innovative services in the Nigerian context: Online business support services for starts-up, Web Design Services, Blogging, Podcasting, Electronic Publishing, Online Information Search Services, Short Message Services (SMS), Online Training and workshops, Digital References, Database Production/Distribution Services among others. Jharotia (2018) stated that today's libraries use the latest trends to make their services popular and user-friendly, especially in the western world. These services are innovative some are offered using social networking sites and some are provided through mobile devices e.g. mobile phones; e-textbooks, E-readers; MP3 players, and Tablets. According to McManus (2009), web 2.0 which is among the innovative services is becoming part of users' primary activity online and libraries need to stay vital to their patrons by using them. This implies that technology plays a role in the realization of the most innovative services. Ayo-Olafere (2020) rightly states that the availability of technologies gives libraries the ability to offer customer-centric services to their patrons. Newer technologies when adopted always reach the unreached and bridge the gap.

In the global North, one of the innovations in the library is embedded librarianship which is a distinctive innovation that moves the librarian out of the confines of the libraries and creates a new model of library and information work (Shumaker & Tally, 2009). One of the studies conducted in Nigeria also reported that an embedded library service is practiced in the Federal University of Technology, Owerri (FUTO) as one of their innovative services (Mbagwu & Iroeze, 2021). Other innovative services practiced in FUTO library include gaming, discussion spaces, research commons, an interactive Board, relaxation area (Nkiru, 2018). Mbagwu and Iroeze (2021) also listed the trends and innovative services which in their study is called contemporary or modern-day library services and they include web-based library services like virtual library tour, ask-a-librarian, web-forms, real-time services, bulletin board; social media services like Facebook, WhatsApp, Linkedln, Blogs, Twitter, Youtube, Flickr, SMS; Makerspace; chats service; instant messaging; provision of spaces; RFID; Gaming; personalized services; embedded library services; research common; and liaison programme among others.

The fastest way to create visibility and market or advertise these services is through library websites.

A library website provides a library with a website to offer its services and tell its story to its community and the outside world. In developed countries like the United States of America and Asia, the university libraries displayed their services on the home page of the library website. For instance, on the American University Washington D.C. library website (2022), american.edu/library, the innovative and trendy services displayed on their home page include Online learner support services; assistive technology/needs services; technology borrowing services- graphics, scientific and financial calculator, Headphones, Laptops, Portable Battery chargers, Power cords, SD card readers and video adapters; makerspace; social media and Audio/Visual Services; ask-a-librarian; digital scholarship; media services; faculty research guide; research data services, Digital research Archive; Locker reservation service meant for only graduate students; Study Room Reservation for group study and collaboration; Graduate Research Center meant for dedicated study and event place for graduate students too, etc. Again the University of Illinois library, (library.illinois.edu) displays the following emerging innovative and trendy services: social media services; Research services e.g. savvy researcher workshops, and research data service (RDS), which provides the Illinois research community with the expertise tools, and infrastructure necessary to manage and steward research data. Other services include FAQs; citation management tools; specialized services like library instruction services for faculty, Illinois experts for collaboration, Scholarly Commons, media commons; usability lab, and software for running usability tests and conducting collaborative research. Open access service (where questions about OA are treated). Other services include assistive technology which (provides information services for users with disabilities); Wireless Access; Loanable technology; virtual and Augmented Reality; Other technology services include: 3D printing and technology studios- for creating audio-visual, virtual reality, and other media.

In Asia, the University of Malaya Library offers social media services; Research support services; Lockers; Discussion Room; Wifi Access; PG and academic area; Researcher Room, Exhibition area, café; self returning book; self- charging machine; kiosk; leisure corner, among others (https://umlib.um.edu.my). At the University of Technology, Malaysia, the library has a personalized service called Librarian by appointment service, with this service the librarian helps

users with guidance on how to use the library resources effectively. The library also offers social media services. Library services were also offered through media gallery; UTM Library News; UTM Gallerium; Online databases; Open access initiative; Research support services; library guide for open distance learners and other services offered through their IR.

In the developing country like South Africa, the University of Johannesburg Library, https://www.uj.ac.za, the library website provides innovative /technology/modern services like IR; Research common; links to the library's social media services- Facebook, Twitter, LinkedIn, Youtube, and Instagram.; online training and tutorial videos; online information literacy module; service to students with disabilities; Library virtual events; Innovative Learning Hub which is a searchable content platform with a focus on blended and online teaching and learning as well as Fourth Industrial Revolution Initiative such as virtual Reality, Augmented Reality, Mixed Reality, and Artificial intelligence.

Through their Open Journal System (OJS) service they support Open Access publishing and dissemination of information through Open Access platforms. They also provide gaming, plagiarism, and innovative research services (website). At the University of Pretoria South Africa Library, https://www.library.up.ac.za, the following emerging trends and innovative services offered include Makerspace; Research Support service (RSS); space bookings, special needs clients; wi-fi access, research data repository, databases, and IR (UPSpace) and social media services, databases and IR (UPSpace).

Methodology

A descriptive design was adopted for the study. The population of the study comprised all the 49 approved Federal University library websites in Nigeria. Document examination was used as an instrument for data collation. The researcher browsed through the NUC website to identify all the approved Federal Universities in Nigeria. Again official library websites of all the approved 49 Federal Universities in Nigeria were identified through the Internet and browsed one by one. Downloading and saving of the web page were done where necessary. From the home page of each university library's website, data for the study were gathered. This study concentrated on the innovative and trendy services displayed on the library website. Through the links on the websites, the web pages of these services were further browsed to get further information on how

they are used or offered to the patrons. The university libraries without official websites, the parent institution's websites were browsed through to know whether the library's websites are embedded on their website. It took the researcher four weeks (from Feb 21-March 21, 2022) to browse or navigate through all the 49 Federal Universities library websites in Nigeria. This study was guided by three research questions. RQ1 is on the identification of the universities and their Library websites. RQ2 is on the identification of the innovative and trendy services offered by each university while RQ3 is on finding the total number of innovative services offered by each university to ascertain they are adequate or inadequate in catching up with the trends in library service using a benchmark of 50%. Data collated were arranged in tables and analysed quantitatively using frequency tables and simple percentages.

Results

Table 1: Library Websites of the Approved Federal Universities in Nigeria

Table 1 is used to show the library websites of each of the 49 Approved Federal Universities in Nigeria.

s/n	Name of University/Library	Abbr.	Library URL	With url	Without url	Year of Establ
1	University of Ibadan, Kenneth Dike Library	UI	library.ui.edu.ng/@kdlibrary	1		1948
2	University of Nigeria Nsukka	UNN	https://library.unn.edu.ng/	1		1960
3	Obafemi Awolowo University-Hezekiah Oluwasanmi , ile-ife Library	OAU	https://oauife.edu.ng/news-events/itemlist/tag/ELIBRARY E-Lib			1962
4	Ahmadu Bello University, Kashim Ibrahim Library	ABU	https://library.abu.edu.ng	1		1962
5	University of Lagos	Unilag	https://library.unilag.edu.ng/	1		1962
6	University of Benin	Uniben	https://uniben.edu.ng/library/	1		1970
7	Bayero University Kano (BUK) Library	BUK	https://library.buk.edu.ng/	1		1975
8	University of Calabar	Unical	https://library.unical.edu.ng/	1		1975
9	University of Ilorin	Unilorin	http://universitylibrary.unilorin.edu.ng/	1		1975
10	University of Jos	Unijos	https://www.unijos.edu.ng/library	1		1975
11	University of Maiduguri, Library	Unimaid	http://unimaidlibrary.com/	1		1975
12	Usman Dan Fodio University, Library	UDUSOK	https://www.udusok.edu.ng/abdullahi-fodio-library/	1		1975
13	University of Port-harcourt, The Donald Ekong Library	Uniport	http://library.uniport.edu.ng/	1		1975
14	Federal University of Technology, Owerri	FUTO	https://library.futo.edu.ng	1		1980
15	Federal University of Technology, Akure-Albert Ilemobade library	FUTA	https://lib.futa.edu.ng/	1		1981
16	Modibbo Adama University of Technology, Yola	MAUTECH	**No official website**		1	1981

17	Federal university of Technology, Minna	FUTMinna	https://library.futminna.edu.ng/	1		1982
18	Nigerian Defense Academy	NDA	https://nda.edu.ng/academy-library/	1		1985
19	University of Abuja	Uniabuja	**No official website**		1	1988
20	Abubakar Tafawa, Balewa Uni versity	ATBU	https://portal.atbu.edu.ng/library	1		1988
21	Federal University of Agriculture Makurdi	FUAM	https://uam.edu.ng/library/	1		1988
22	Fed University of Agriculture Abeokuta	FUNAAB	http://library.unaab.edu.ng/	1		1988
23	University of Uyo	Uniuyo	**No official website**		1	1991
24	Nnamdi Azikiwe University, Awka, Festus Aghagbo Nwako Library	Unizik	https://unizik.edu.ng/library/	1		1992
25	Michael Okpara University of Agriculture, Umudike	MOUAU	https://mouau.edu.ng/library/	1		1992
26	National Open University of Nigeria, Lagos-library	NOUN	https://nou.edu.ng/index.php/directorates/library **E—Lib**			2002
27	Federal. University of Petroleum. Resources Effurum	FUPRE	**No official website**		1	2007
28	Federal University of Lokoja	Fulokoja	https://library.fulokoja.edu.ng/	1		2011
29	Fed. Uni versity Lafia-Library	Fulafia	http://library.fulafia.edu.ng/	1		
30	Fed. Uni versity Kashere –Library	FUKASHERE	fukashere.edu.ng/library	1		2011
31	Fed. Uni. Wukari	FUWUKARI	**No official website**		1	2011
32	Fed. Uni. Dutsin-ma, library	FUDMA	https://fudmalibrary.ng/	1		2011
33	Fed. Uni.Dutse, library	FUD	https://fud.edu.ng/library.php	1		2011*
34	Federal University, Ndufu-Alike	FUNAI	https://www.new.funai.edu.ng/library_/	1		2011
35	Federal University Oye Ekiti	FUOYE	http://library.fuoye.edu.ng/	1		2011
36	Federal University Otuoke, Bayelsa	FUOTUOKE	https://fuotuoke.edu.ng/the-university-library/	1		2011
37	The Nign Police Academy, Wudi, lib	NPA	**No official website**		1	2013
38	Fed. Uni. Birnin-Kebbi	FUBK	http://library.fubk.edu.ng/	1		2013
39	Fed. Uni.Gusau	FUGASHUA	https://www.fugusau.edu.ng/the-university-library/	1		2018
40	Fed. Uni.Gashua	FUGUSAU	https://fugashua.edu.ng/index.php/libraries-2/ - **E-Lib**			2013
41	Nigeria Maritime Uni. Okerenkoko	NMU	http://nmulibrary.net/	1		2018
42	Air Force Institute of Tech Kaduna	AFIT	**No official website**		1	2018
43	Nigerian Army University BIU	NAUB	https://naub.edu.ng/about-library/	1		2018
44	Fed. Uni.of Health Sciences, Otukpo	FUHSO	**No official website**		1	2020
45	Fed. Uni. of Agriculture, Zuru	FUAZ	https://www.fuaz.edu.ng/index.php/accordion-3/151-e-library - **E-Lib**			2020
46	Fed. Uni of Tech Babura	FUTB	**No official website**		1	2021
47	FUT, Ikot Abasi Akwa Ibom	FUTIKOTABASI	**No official website**		1	2021
48	Fed. Uni of Health Sciences, Azare,	FUHSA	**No official website**		1	2021
49	Fed. Uni of Health Sci, Ila Oragun	FUHSILAORAGUN	**No official website**		1	2021
				33	12	

Table 1 shows that 33 (67.3%) out of 49 Federal universities in Nigeria have official library websites, they include the Kenneth Dike Library, University of Ibadan established in 1948 with the URL (library.ui.edu.ng/@kdlibrary); the Nnamdi Azikiwe Library

University of Nigeria Nsukka established in 1962 with the URL (https://library.unn.edu.ng/); Kashim Ibrahim Library, Ahmadu Bello University @ https://library.abu.edu.ng among others. 12 (24.5%) universities have no library website e.g. MAUTECH; Uniabuja, UniUyo established in 1981,1988, and 1991 respectively while 4 (8.2%) have e-library-OAU and FUAZ, etc.

Table 2: Emerging Innovative and Trendy Services on the Federal University Library Websites in Nigeria

INNOVATIVE AND TRENDY LIBRARY SERVICES																							
s/n	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
ITEMS	Social media services	OPAC	Online ref	Ask-a. librarian	E-resources (e-databases)	Loanable Technologies	Links/Quick links (IR, OER etc	Doc. Delivery	Special Needs People	Spaces	Gaming	Research common	Virtual Library tour	Digital media lab	Scanning	Digital Printing/PUB	Online user edu	Personalized	Chat services	Embedded	Café/Canteen	Staff common RM	NEW ARRIVALS

Table 2 reveals the emerging innovative and trendy services displayed on the library websites of the Federal Universities in Nigeria. Emerging innovative and trendy services found were twenty-three in number. They include social media services; Online Public Access Catalogue services (OPAC); Online Reference services; Ask-a-librarian services; E-resources services (e.g. databases both subscribed and those in Open Access); Technologies borrowing services; Quick links which provide IR, OER services to patrons; document delivery services (DSS); provision of library services to Special Needs People or clients; Provision of Spaces in the library for discussions; gaming services; Research commons; Virtual library tour; Digital media laboratory; scanning services; digital printing or publishing services; Online User education; Personalized services; Chat services; Embedded Library services; provision of Café/canteen; staff common room; and showcasing of new arrivals in the library respectively.

Table 3: Total Number of Innovative and Trendy Services Offered via the Library Websites and the number of Universities that offer them.

Names of the Univs	Social media services	OPAC	Online ref	Ask-a. libn	E-resources (e-databases)	Loanable Technologies	Links/Quick links (IR, OER etc)	DDS8	SN P	Spaces	Gaming	Rsch common	Vir .lib. tour	Digital media lab	Scanning	Digital Printing/PUB	Online user edu	Personalized	Chat Serv.	Embedded	Café/Canteen	Staff common RM	NEW ARRIVALS	Total No. of services
UI	Y				Y																		Y	3 (13.0)
UNN	Y	Y			Y		Y						Y											5 (21.7)
OAU							Y																	1(4.4)
ABU		Y	Y	Y	Y				Y				Y											6(26.1)
Unilag	Y	Y		Y		Y	Y	Y	Y															7(30.4)
Uniben							Y																	1(4.4)
BUK		Y			Y																			2 (8.7)
UNICAL		Y			Y																			2 (8.7)
Unilorin		Y			Y		Y							Y										4(17.4)
UNIJOS	Y	Y			Y		Y						Y	Y										6(26.1)
UNIMAID			E	X	P		I	R	E	D		E	X	P	I	R	E	D						0
UDUSOK		Y			Y									Y					Y		Y	Y	Y	7(30.4)
Uniport		Y			Y	Y																		3 (13.0)
FUTO	Y	Y			Y		Y			Y	Y									Y				7 (30.4)
FUTA	Y				Y		Y									Y								4 (17.4)
MAUTECH	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
FUTMINNA	Y	Y			Y		Y																	4 (17.4)
NDA		Y					Y							Y*										3 (13.0)
UNIABUJA	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
ATBU					Y								Y											2 (8.7)
FUAM		Y			Y																			2 (8.7)
FUNAAB		Y																						1 (4.4)

Univ	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
UNIUYO	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
UNIZIK	Y						Y								Y	Y								4(17.4)
MOUAU															Y	Y (2								2 (8.7)
NOUN					Y																			1 (4.4)
FUPRE	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
FULOKOJA					Y		Y																	2 (8.7)
Fulafia		Y		Y	Y												Y							4 (17.4)
FUKASHERE																								0
FUWUKARI	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
FUDMA					Y		Y																	2 (8.7)
FUD																								0
FUNAI					Y		Y						Y											3 (13.0)
FUOYE		Y			Y		Y												Y	Y				5 (21.7)
FUOTU-OKE																								0
NPA	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
FUBK																								0
FUGUSAU																								0
FUGASHUA																								0
NMU					Y		Y																Y	3 (13.0)
AFIT	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
NAUB		Y																						1(4.4)
FUSHO	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
FUAZ					Y																			1(4.4)
FUTB	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
FUTIKOTABASI	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
FUHSA	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
FUHSILASRAGUN	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-

X= Represents those without Official Library website, Blank spaces = Represent no innovative service; Y= Represents presence of Library service

Table 3 presents data on the total number of innovative and trendy services offered by each university as displayed on the library websites. For instance, the University of Lagos (Unilag) Library, the Library Federal University of Technology, Owerri (FUTO), and Usman Danfidio University Sokoto (UDUSOK) have the highest number of innovative and trendy services of 7 (30.4%) out of 23 displayed on the websites of all the 49 Federal universities. The services displayed on the library website of Unilag library include links to the Social Media Services dedicated to the library and managed by the librarians, OPAC, Ask-a-librarian, Technology borrowing services, Quick Links, Document Delivery Services (DSS), and Services for special needs people. FUTO library has the following services on their website: links to Social media services like that of the Unilag Library; OPAC; E-resources; Quick links to IR, OER; Spaces e.g. discussion spaces; Gaming services; embedded library services. Apart from ABU and Unijos libraries which have 6 (26.1%) services each, the rest of the libraries have between 0-5 innovative services on their library websites, which are on the ratios of **7**:2:4:6:6:7 universities to 0:5:4:3:1:2 innovative and trendy services respectively. Seven of the Universities have library websites but no services are hosted on them this includes Unimaid library whose website has expired, FUBK, FUGASHUA, etc. Again 12 or 24.5% of the universities have no library website and as such no online services were provided.

Discussion

The importance of library websites in the creation of awareness and use of library services cannot be over-emphasized especially in this digital era where digital information is preferred over conventional ones. When library services are hosted on the web it knows no bounds, again there would be no geographic bottlenecks, and can be accessed 24/7. It is therefore very imperative that academic libraries which aimed to support teaching, learning, research, and community services of their parent institution should as a matter of urgency ensures they move all their services to the web, not only to increase the global visibility and relevance but to ensure that their services reach the unreached.

Technological advancement has made patrons prefer to source their information online. This has made libraries initiate ideas in introducing innovative services and integrating them on their

library websites to meet not only the information needs, and expectations of the patrons but to move the services where the contemporary patrons desired to go. Besides, they also want to catch up with emerging trends of moving from static services to interactive, from face-to-face to online, from service-oriented to user-oriented, etc. This study has been able to gather these services especially the innovative and trendy services integrated on the library websites. These emerging innovative and trendy services include social media services; technology borrowing services; Links to the IR, OER; OPAC services; provision of spaces for users to stay and discuss or interact; gaming; research commons; embedded services; café/canteen; personalized services, and showcasing of new arrivals. It is not surprising that some academic libraries either out of negligence or working behind schedule or ignorant of the importance of websites failed to link up some of their services on their library home page. For instance, Unical and BUK libraries did not link up their social media services e.g. Facebook: https://m.facebook.com/universityofcalabarlibrary/ and https://www.facebook.com/groups/1664052460507440/?ref=share on their library web sites. Hence these libraries are not using their library websites to tell their actual story to their community. Thus it contradicts Kumar and Bansal (2014) study which sees a library website as telling the story of its community of quality services provision.

As the libraries increase their patronage through their innovativeness in service delivery no doubt they will provide information to their patrons in different areas of life for both human and national development. The use of innovative services e.g. technology borrowing services by users can boost their creativity and innovative ideas. Again users can learn a lot from the tutorial /user education/e-learning offered by the library. Innovative and emerging trends in library services or practices should be given priority because that is where contemporary library users want to be. Hence Ayo-Olafere (2020) pointed out that the availability of technologies gives libraries the ability to offer customer-centric services to their patrons. Again McManus (2009) admitted that users' primary activity is now online. Unfortunately, the result of the findings of this study revealed that some university libraries do not have library websites as shown in Table 1. For instance, it is disheartening to note that in this present study some universities established as far back as 1981, 1991, 2007, 2011, 2013, and 2018 (at the time of this report) were still

operating without an ideal library website. One would have thought that the establishment of universities should be side by side with the library website development because of the importance attached to the library being the heart of the institution. Ironically, even those that have a library website do not have a good number of innovative services that depict the present-day reality needed in this digital era. This is evident in Tables 1 and 3. Table 1 captured succinctly that 33 out of 49 universities have official library websites while Table 3 revealed that 32 of these universities with library websites have between 0-5 innovative services on their websites. Thus, the implication is that these services displayed on the library websites of Federal Universities in Nigeria by these university libraries are inadequate to meet the information needs of the users in this contemporary era. Perhaps it could be that most of the Federal University libraries in Nigeria did not see a library website as a window to make their services available to their users as pointed out by Kumar and Bansal (2014).

Perhaps the non-integration of adequate innovative services on the website could be an oversight by the library website developers or designers or it could be that those services are not among the services the university has or that the Library is ignorant of the importance of a Library website or the websites are not updated from time to time.

For instance, apart from 8 Universities that have links to their social media accounts on their Library websites e.g. FUTminna library has https://twitter.com/FutmxLibrary, https://www.youtube.com/watch?v=STJKQ23fvqw, UI Library has library/ui.edu.ng/@kdlibrary, UNN library https://web.facebook.com/unnlibrary?_rdc=1&_rdr, https://twitter.com/libraryunn, https://libraryunn.blogspot.com/, etc. some university libraries like Fulafia, BUK, Unical, and FUAM have not. This is not good enough for the Federal University libraries in Nigeria.

Using a benchmark of 50% the findings of this study revealed that the Federal Universities libraries in Nigeria are not catching up with the trends in Library services considering the fact that none of the universities has up to 50% of the innovative services on the website. The highest number of innovative services recorded and displayed on the library websites by some of the 49 Federal Universities is 7 or (30.4%). More than half of the Federal University libraries i.e. 32 out 49 have inadequate innovative services on their websites.

Consequently, when comparing the services on the library websites in Nigeria with those of their counterparts in the developing countries e.g. University of Johannesburg Library ((UJL) and the University of Pretoria Library it was discovered that the innovative services of these libraries far outweighed that of Federal Universities libraries in Nigeria. University of Johannesburg library website has up to 16 innovative services on their website whereas in Nigeria the highest number of innovative services recorded is 7.

Based on the findings of this study the innovative services offered by Federal universities through their libraries in Nigeria are inadequate and therefore cannot catch up with trends in library services.

Recommendations:

1. The government should always establish universities side by side with their library websites where their services especially innovative services will be displayed.
2. Library website managers should ensure that all their emerging innovative and trendy services are captured and links provided on their websites for access by the patrons locally and globally
3. Universities libraries should update their library websites and ensure integration of all their innovative services on the websites not only to tell their story to their community but enable them to catch up with innovation and trends in library services.

Conclusion

Library as a gateway to knowledge and culture plays an essential role in the development of society. Universities libraries operating without a library website as a matter of urgency should not hesitate to have one and those with library websites should enrich their websites with the state-of-art-services (innovative services) to meet the trends in library service delivery. There is an urgent need therefore for the universities to review and update their library websites to reflect on the services they render and align them with the patrons' information needs.

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