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**AWARENESS AND PERCEPTION OF ETHICAL ISSUES IN LIBRARIES AS
PREDICTORS OF SERVICE DELIVERY BY LIBRARY PERSONNEL FROM
SELECTED POLYTECHNICS IN SOUTH-WEST, NIGERIA**

BY

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Abstract

Polytechnic libraries exist because they deliver services to the patrons. However, reports of previous studies, personal observations and anecdotal evidence have shown that the level of service delivery in some polytechnic libraries in Nigeria is low. Out of the several factors that could enhance the level of service delivery, compliance with ethical issues appears to be the least studied. This study therefore examined the contributions of awareness and perception of ethical issues in libraries to service delivery by library personnel in selected polytechnics in Southwest Nigeria. Descriptive survey research design of the correlational type was used and the total enumeration technique was adopted. All 169 library personnel in Moshood Abiola Polytechnic, The Polytechnic, Ibadan and Yaba College of Technology participated in the study. The questionnaire was the research instrument and data were analysed with the use of frequency counts, percentages, mean, standard deviation, correlation and regression analysis. Results showed that there was a significant positive relationship between awareness of ethical issues and service delivery ($r=.235^{**}$) and also for perception of ethical issues in libraries and service delivery ($r=.495^{**}$). The joint influence of awareness and perception of ethical issues in libraries on service delivery was significant ($R=.505$ and Adj. R^2 of $.245$). It was recommended that the management of the polytechnic libraries should organise seminars and workshops that will enlighten the staff on different ethical issues and guide their conducts, in order not to violate the ethical standards.

Keywords: Awareness, perception, ethical issues in libraries, service delivery, polytechnics, Nigeria

Introduction

Polytechnics as institutions of higher learning within the Nigerian context are required to produce the middle-level manpower for the country to facilitate socio-economic and infrastructural development. In order to assist the polytechnics in achieving this mandate, polytechnic libraries are established to support their parent institutions with information resources and services to promote teaching and learning. Thus, a polytechnic library that wants to be relevant should ensure

that service delivery is not toyed with. Service delivery is at the core of the establishment of libraries all over the world; as a result, it is very important for patrons to have access to information services that will assist them in meeting their various information needs.

Umar (2023) noted that the service delivered in polytechnic libraries include circulation service, reference service, current awareness service, photocopy service, book lending service, newspaper clippings, provision of library website, internet services and the likes. The author was of the view that without these services, the polytechnic libraries will not be relevant as there would be nothing for the various patrons to use. Without service delivery, the polytechnic libraries will not be able to carry out their functions. Despite the importance of service delivery, it has been reported that the level of service delivery in some polytechnic libraries in Nigeria is low and not at the level it should be (Magaji, 2020). This low level of service delivery could be influenced by the awareness and perception of ethical issues governing the profession by library personnel in polytechnics.

Ethics is a branch of philosophy and a term that is derived from the Greek word *ethos* which can mean custom, habit, character or disposition. Ethics can also be viewed as a system of moral principles that affect how people make decisions and lead their lives. Ethics leads to a set of rules of conduct for specific situations; basic ethical principles guide the development on standards for specific professions and groups (Kaddu, 2007). The dimensions of ethical issues in libraries of interest to this study are; equal treatment of all information users; avoidance of bias in acquiring and evaluating information and in mediating it to other information users; and respect for confidentiality and privacy in dealing with information users (Aluko-Arowolo, Onasote and Ehioghae, 2014).

Equal treatment of users implies that no library user should be discriminated against on the bases of gender, economic status, educational status and religion. As regards avoidance of bias in acquiring information resources, it connotes that information resources should be acquired to cover all the required disciplines without prejudice to and preference for some disciplines. In addition, avoidance of bias in evaluating information resources connotes that assessment of information resources of the various subject disciplines should be fair and just. While respect for confidentiality and privacy of information upholds the need to keep the data of the users confidential in order for their data not to be exploited.

In order for the library personnel in polytechnics to adhere to the library ethics, they need

to be aware of the various ethical issues. They need to know that these ethical issues are of concern to the library and should be adhered to. The level of their awareness might determine the efforts they might put in to understand the ethical issues, which might eventually influence service delivery. Apart from awareness, perception of these ethical issues in libraries could also influence service delivery by the library personnel in the polytechnics. Perception has to do with the mental image that is formed towards an object, in this case ethical issues in libraries. There is a tendency that if the library personnel have the appropriate perception of these ethical issues, they might likely comply with them and that could also impact on their service delivery. In order to empirically verify these postulations, this study is set to examine the influence of awareness and perception of ethical issues in libraries on service delivery by library personnel in selected polytechnics in Southwest, Nigeria.

Statement of the problem

The prominent role that service delivery plays in the operation of libraries, polytechnic libraries inclusive, cannot be overemphasized. Polytechnic libraries exist because they deliver services to the patrons. However, reports of previous studies, personal observations and anecdotal evidence have showed that the level of service delivery in some polytechnic libraries in Nigeria is not at the pedestal that it should be and this might be the reason why some of these libraries are experiencing user apathy. This gap in service delivery could be a function of the awareness and perception of ethical issues in the profession by the librarians. Thus, if the librarians are aware and they have a positive perception of ethical issues like; equal treatment of all information users; avoidance of bias in acquiring and evaluating information and in mediating it to other information users; and respect for confidentiality and privacy in dealing with information users, it could translate to a high level of service delivery.

In addition, even though studies have been conducted to examine factors influencing service delivery in libraries, the focus most of the time has been on university libraries, with very few studies done in the polytechnic library setting. In addition, it is as if very few studies have examined the influence of awareness and perception of ethical issues in libraries on service delivery by library personnel and perhaps none has studied this in the context of polytechnic libraries in Nigeria. It is based on this backdrop that this study examines the influence of awareness and perception of ethical issues in libraries on service delivery by library personnel in selected polytechnics in Southwest Nigeria.

Research questions

The following research questions are answered in the study:

1. What is the level of awareness of ethical issues in libraries by library personnel in the selected polytechnics in South-west, Nigeria?
2. What is the perception of librarians of the various ethical issues in libraries by the library personnel in the selected polytechnics in South-west, Nigeria?
3. What is the level of service delivery by library personnel in the selected polytechnics in South-west, Nigeria?
4. What is the relative influence of awareness and perception of ethical issues in libraries on service delivery by library personnel in the selected polytechnics in South-west, Nigeria?

Hypotheses

The following null hypotheses were tested at 0.05 level of significance:

1. There is no significant relationship between awareness of ethical issues in libraries and service delivery by library personnel in the selected polytechnics in South-west, Nigeria.
2. There is no significant relationship between perception of ethical issues in libraries and service delivery by library personnel in the selected polytechnics in South-west, Nigeria.
3. There is no significant joint influence of awareness and perception of ethical issues in libraries on service delivery by library personnel in the selected polytechnics in South-west, Nigeria.

Literature review

Studies have been conducted on the variables of interest in this research. This review will commence with the dependent variable.

Service delivery by library personnel in higher institutions

Abdulsalami and Salami (2013) surveyed the marketing of information services in ten polytechnics across the six geo-political zones of Nigeria. Twenty-four library personnel and 60 students participated in the study. Results showed that the most delivered library services were indexing/abstracting, reference services and photocopy services. On the other hand, exhibition and internet services were not readily delivered in most of the polytechnic libraries that participated in the study. The researchers recommended that intensive marketing of the library services should be done so that users can become aware of the services that are available in the libraries.

Onaolapo (2016) evaluated the use of library services in Federal Polytechnic, Offa, Kwara State Nigeria. The researcher studied 250 library users who indicated the various library services were mostly used in the library. This has implication for service delivery as the most used services could imply that they were the most delivered. The questionnaire was the research instrument and results showed that the library services that were rated high by most of the respondents 201 (87%) and 164 (71%) were photocopy service and internet service respectively. The least were display/exhibition and reference service as indicated by the respondents 48 (21%). Findings also showed that out of the nine library services that were listed, only two were used by more than half of the respondents. This reveals that most of the library services were not adequately used and this could imply low level of delivery of these services.

Ejedafiru (2020) examined the relationship between librarians' professional ethics and reference service delivery in colleges of education in South-south, Nigeria. A total number of 154 library personnel in Delta and Edo States participated in the study and the questionnaire was used to collect the data. Findings revealed that as reference service delivery, the aggregate mean value of the ten different reference services that were studied was 2.42, while the criterion mean is 2.50. Since the criterion mean is greater than the aggregate mean, it connotes that the level of reference service delivery in the libraries was low.

Ethical issues in libraries and service delivery by library personnel

Ball and Oppenheim (2005) surveyed the attitudes of librarians and library science students in the United Kingdom to ethical issues in the profession. The questionnaire was the data collection instrument and the practicing librarians that participated in the study were 100. Results indicated that majority of the respondents (74%) were aware of the CILIP's code of ethics. In addition, (55.7%) of the practicing librarians indicated that they had a positive perception of the code of ethics as they agreed that their colleagues who violate the CILIP's code of ethics should be disciplined. Majority of them also agreed that personal attitude should not interfere with the delivery of library services.

Mbofung and Popoola (2014) carried out a study on the legal and ethical issues of information service delivery by Library and Information Science (LIS) professionals in 24 federal universities in Nigeria. A total of 429 LIS professionals participated in the study and the questionnaire was the data collection instrument. From the results, the authors concluded that the overall assessment of the awareness of the legal and ethical issues in libraries revealed a low level

of awareness. This could also induce a negative perception of these issues by the library personnel and also impact service delivery in an unfavourable manner.

Onoyeyan et. al. (2014) conducted an assessment of ethical concerns among practicing librarians in Nigeria. The study population consisted of 50 professional librarians in three selected universities in Ogun State Nigeria; namely Federal University of Agriculture Abeokuta (FUNAAB), Olabisi Onabanjo University (OOU) Ago Iwoye and Babcock University, Ilishan-Remo. The questionnaire was the tool for data collection. Results showed that most of the respondents (93.2%) were aware that librarians are professionals and have a code of ethics they must follow. They identified the ethical issues faced by librarians in practice as intellectual property right issues, issues of information accuracy and selection decision. Their findings further revealed that most of the respondents (95.4%) had the perception that ethics should be learned like any other library skill, (88.7%) noting that copies of the Librarian Registration Council of Nigeria (LRCN) code of ethics should be given to licensed libraries free of charge.

Adebayo and Mabawonku (2017) surveyed the perception and practice of information ethics by librarians in four higher institutions in Oyo State, Nigeria. Forty-seven librarians from the University of Ibadan, Ajayi Crowther University, The Polytechnic, Ibadan and Emmanuel Alayande College of Education participated in the study. The questionnaire was used to collect data and results showed that most of them had a positive perception of information ethical issues like privacy and equity of service. Yakubu, Mohammed and Dangani (2020) examined the relationship between librarians' compliance with code of ethics and library and information service provision in libraries in Kaduna State, Nigeria. The descriptive research survey was adopted and the questionnaire was used to collect data. Findings revealed that the more the librarians comply with ethical standards, the more that influences library service provision by 90% ($r^2=.901$). Ejedafiru's (2020) study also collected data on the relationship between librarians' professional ethics and reference service delivery and result revealed that there was a significant positive relationship between the variables ($r=.753$).

Theoretical framework

The deontological theory of ethics will provide for framework for this research. According to Britannica (2015) in Oyewole (2017), Immanuel Kant who lived in the 18th Century was one of

the pioneer scholars to explain deontological principles. According to this theory, individuals regardless of their contexts and environments should ensure that the right things are done out of a sense of duty and responsibility to their callings. Studies in the area of information ethics have adopted this theory. One of such was carried out by Yusuf (2021) who carried out a literature review on the relationship between information ethics compliance and service delivery by librarians in universities. In this review, the researcher argued that this theory has the potential of providing a clearer understanding on the role of information ethics in service delivery in libraries. This theory is relevant to this study in the sense that if the library personnel in the polytechnics consider their responsibilities as a form of duty, they would try as much as possible to be aware and have a positive perception of the ethical issues in libraries which should improve their service delivery.

Methodology

The descriptive survey research design of the correlational type was used for this study. The population of this study consisted of library personnel in the three selected polytechnic in South-west, Nigeria According to the data collected from these polytechnics, the total number of library personnel is 169. This number formed the population for the study (Table 1).

Table 1 Population of the study

S/N	Polytechnic	Number of library personnel
1	Moshood Abiola Polytechnic, Ogun State	67
2	The Polytechnic, Ibadan, Oyo State	40
3	Yaba College of Technology, Lagos State	62
Total		169

Source: Field survey

The total enumeration technique also called the census method was used for this study. This technique was adopted because the number of the respondents was manageable and the researcher could collect data within the allotted time. Thus, all 169 library personnel participated in the study. The research instrument that was used for data collection in this study was the questionnaire.

The analysis of the data collected through the questionnaire was based on the use of simple

descriptive statistical analysis of frequency counts, percentages, mean and standard deviation for research questions 1-3. The Pearson Product Moment Correlation (PPMC) was used for hypotheses 1 and 2, while multiple regression analysis was used for research question 4 and hypothesis three. The results were presented in figures and tables and inferences and recommendations were also drawn from them. The software that facilitated the data analysis was the Statistical Product and Service Solution (SPSS).

Results

Questionnaire administration and return rate

A total of 169 copies of the questionnaire were administered to the library personnel in the three selected polytechnics in South-west, Nigeria and 148 were returned and found useful for analysis, giving a response rate of 87.6% (Table 2).

Table 2 Questionnaire administration and return rate

S/N	Polytechnic	Distribution	Return
1	Moshood Abiola Polytechnic, Ogun State	67	61
2	The Polytechnic, Ibadan, Oyo State	40	32
3	Yaba College of Technology, Lagos State	62	55
Total		169	148

Demographic characteristics of the respondents

The demographic information of the respondents is presented in Table 3.

Table 3 Demographic characteristics of respondents

Demographic variables	F	%
Age		
21-30	27	23.0
31-40	33	22.3
41-50	54	36.5
51 and above	34	23.0
Gender		
Male	57	38.5
Female	91	61.5
Marital status		
Single	29	19.6
Married	105	70.9
Widowed	14	9.5

Religion		
Christianity	81	54.7
Islam	58	39.2
African Traditional Religion	9	6.1
Designation		
Professional	60	40.5
Para-professional	88	59.5
Years spent in the publishing firms		
Less than 1	11	7.4
1-5	31	20.9
6-10	45	30.4
11-15	32	21.6
16-20	29	19.6

N=148

Results showed that most of the respondents 54 (36.5%) were between 41-50 years of age, while the least 27 (23.0%) were between 21-30 years of age. More than three-fifths of the library personnel 91 (61.5%) were of the female gender, while 57 (38.5%) were males. Majority of the respondents 105 (70.9%) were married, while the least 14 (9.5%) were single. More than half of the library personnel 81 (54.7%) practiced Christianity, while 9 (6.1%) were adherents of the African Traditional Religion. There was more paraprofessional staff 88 (59.5%) than the professional staff 60 (40.5%). Most of the respondents 45 (30.4%) had spent between 6-10 years in the library, while 11 (7.4) had spent less than 1 year.

Answers to research questions

Answers to research questions

Research question one: What is the level of awareness of ethical issues in libraries by library personnel in the selected polytechnics in South-west, Nigeria?

The awareness of ethical issues in libraries by the respondents is presented in Table 4.

Table 4 Awareness of ethical issues in libraries

Ethical issues in libraries	Highly aware		Moderately aware		Slightly aware		Not aware		Mean S.D.
	F	%	F	%	F	%	F	%	
Equal treatment of all library users	130	87.8	18	12.2	-	-	-	-	3.88 .328
Avoidance of bias in acquiring information resources	136	91.9	12	8.1	-	-	-	-	3.92 .274
Avoidance of bias in evaluating information resources	138	93.2	10	6.8	-	-	-	-	3.93 .252
Respect for confidentiality/privacy of	127	85.8	21	14.2	-	-	-	-	3.86 .350

information					
Total mean score					15.59

In order to ascertain the level of awareness of ethical issues in libraries, a test of norm of conducted. There are four items in the scale used to measure awareness of ethical issues in libraries and four measures (Highly aware, Moderately aware, Slightly aware and Not aware). The four items were multiplied by the four measures, which gives a score of 16. The division of 16 by 3 gives 5.3.

Thus, the scale between 0-5.2 shows that the level of awareness of ethical issues in libraries is low, the scale between 5.3-10.5 indicates that the level of awareness of ethical issues in libraries is moderate and the scale between 10.6-16 shows a high level of awareness of ethical issues in libraries. Findings showed that total mean score of the respondents is 15.59 which falls between the scale of 10.6-16 indicating that the level of awareness of ethical issues in libraries by the library personnel is high.

Test of norm for level of awareness of ethical issues in libraries

Interval	Range	Level
0-5.2		Low
5.3-10.5		Moderate
10.6-16	15.59	High

Research question two: What is the perception of librarians of the various ethical issues in libraries by the library personnel in the selected polytechnics in South-west, Nigeria?

The perception of the library personnel of the ethical issues in libraries was presented in Table 5.

Table 5 Perception of ethical issues in libraries

Ethical issues in libraries	Strongly Agree		Agree		Disagree		Strongly Disagree		Mean S.D.
	F	%	F	%	F	%	F	%	
Equality of treatment of library users									

I feel library users either male or female should get the same treatment in the library	118 79.7	21 14.2	9 6.1	- -	3.74 .564
I feel economic status should not dictate how users are treated in the library	117 79.1	22 14.9	9 6.1	- -	3.73 .567
Social status should not be the yardstick to attend to users fairly	111 75.0	28 18.9	9 6.1	- -	3.69 .581
Education status should not influence how the library users are treated	103 69.6	30 20.3	12 8.1	3 2.0	3.57 .729
I feel religion should influence the way and manner I attend to library users	100 67.6	15 10.1	17 11.5	16 10.8	3.54 1.054
Avoidance of bias in acquiring information resources					
I feel discipline should determine the acquisition of information resources	49 33.1	25 16.9	28 18.9	46 31.1	2.52 1.242
I feel the number of students should determine the acquisition of information resources	101 68.2	43 29.1	4 2.7	- -	3.66 .531
I feel economically viability of each discipline should influence the acquisition of information resources	94 63.1	41 27.7	11 7.4	2 1.4	3.53 .694
I feel the interest of the librarian should determine the acquisition of information resources	59 39.9	43 29.1	29 19.6	17 11.5	2.97 1.030
Avoidance of bias in evaluating information resources					
I think it is important to reduce the level of acquisition of information resources for less important disciplines	46 31.1	69 46.6	19 12.8	14 9.5	2.99 .907
I feel when it comes to the evaluation of information resources, the choice of the librarian should be factored-in	69 46.6	41 27.7	20 13.5	18 12.2	3.09 1.043
I hold the view that the number of the students should determine the information resources of the discipline to be evaluated	73 49.3	48 32.4	16 10.8	11 7.4	3.24 .921
I feel the information resources of the disciplines that contribute more to the finances of the polytechnic should be evaluated the more	91 61.5	27 18.2	20 13.5	10 6.8	3.34 .953
Respect for confidentiality/privacy of information					
I feel it does not matter if I reveal the identity of library users to whosoever demands	52 35.1	41 27.7	34 23.0	21 14.2	2.84 1.063
I think my interaction with library users should be documented for future reference	58 39.2	44 29.7	38 25.7	8 5.4	3.03 .977
It is not an unethical to discuss the private discussions concerning the information needs of a user with my colleague	36 24.3	65 43.9	27 18.2	20 13.5	2.79 .964
I feel it is not necessary to keep secret all information concerning users, their interest and their personal data	46 31.1	44 29.7	35 23.6	23 15.5	2.76 1.059

Findings showed that under equality of treatment of library users, majority of the respondents ($\bar{x}=3.74$) noted that they feel that library users regardless of gender should get the same treatment in the library. Also a high number ($\bar{x}=3.73$) were of the view that economic status should not dictate how users are treated in the library. As regards avoidance of bias in acquiring information resources, most of the library personnel ($\bar{x}=3.66$) indicated that they feel the number of students should determine the acquisition of information resources, while an equally high number ($\bar{x}=3.53$) felt that the economic viability of each discipline should influence the acquisition of information resources.

Moreover, as regards avoidance of bias in evaluating information resources, most of the library personnel ($\bar{x}=3.34$) felt that the information resources of the disciplines that contribute more to the finances of the polytechnic should be evaluated the more. Also, a notable number of the respondents ($\bar{x}=3.24$) were of the view that the number of students should determine the information resources of the discipline to be evaluated. As for the indicator that centered on respect for confidentiality/privacy of information, a significant number of the respondents ($\bar{x}=3.03$) thought that their interaction with library users should be documented for future reference, while others ($\bar{x}=3.36$) felt that it does not matter if they reveal the identity of library users to whosoever demands. From the results, it can be concluded that most of the library personnel had the proper perception of equality of treatment of library users, while the others; avoidance of bias in acquiring information resources, avoidance of bias in evaluating information resources and respect for confidentiality/privacy of information were not appropriate ethically. Thus, most of the respondents did not have the appropriate perception of the ethical issues in libraries.

Research question three: What is the level of service delivery by library personnel in the selected polytechnics in South-west, Nigeria?

Table 6 presents the responses of the library personnel on the service delivery.

Table 6 Service delivery in libraries

Types of services	VHD		HD		RD		ND		Mean S.D.
	F	%	F	%	F	%	F	%	
Circulation service	119	80.4	29	19.6	-	-	-	-	3.80 .398
Selective dissemination of information	98	66.2	31	20.9	15	10.1	4	2.7	3.51 .787

Referral service	106 71.6	29 19.6	9 6.1	4 2.7	3.60 .726
Translation service	28 18.9	21 14.2	39 26.4	60 40.5	2.11 1.140
Reprographic service	89 60.1	42 28.4	9 6.1	8 5.4	3.43 .834
Inter library loan	88 59.5	33 22.3	8 5.4	19 2.8	3.28 1.044
Electronic document service	71 48.0	63 42.6	12 8.1	2 1.4	3.37 .693
Current awareness service	87 58.7	45 30.4	16 10.8	- -	3.48 .685
Multimedia service	67 45.3	67 45.3	12 8.	2 1.4	3.34 .687
Internet service	90 60.8	46 31.1	10 6.8	2 1.4	3.51 .685
Indexing and abstracting service	90 60.8	43 29.1	13 8.8	2 1.4	3.49 .714

In order to measure the level of service delivery in the selected polytechnic libraries, a test of norm of conducted. There are eleven items in the scale used to measure service delivery and four measures (Very Highly Delivered, Highly Delivered, Rarely Delivered and Not Delivered). The eleven items were multiplied by the four measures, which gives a score of 44. The division of 44 by 3 gives 14.6.

Thus, the scale between 0-14.5 shows that the level of service delivery is low, the scale between 14.6-29.1 indicates that the level of service delivery in the libraries is moderate and the scale between 29.2-44 shows a high level of service delivery. Findings showed that total mean score of the respondents is 36.92 which falls between the scale of 29.2-44 indicating that the level of service delivery in the libraries is high.

Test of norm for level of service delivery in the libraries

Interval	Range	Level
0-14.5		Low
14.6-29.1		Moderate
29.2-44	36.92	High

Research question four: What is the relative influence of awareness and perception of ethical issues in libraries on service delivery by library personnel in the selected polytechnics in South-west, Nigeria?

Table 7 presents the results of the relative influence of awareness and perception of ethical issues in libraries on service delivery by library personnel.

Table 7 Relative influence of awareness and perception of ethical issues on service delivery

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	5.740	7.275		.789	.431
Awareness of ethical issues	.685	.478	.107	1.434	.154
Perception of ethical issues	.374	.060	.465	6.242	.000

Dependent variable: Service delivery

The multiple regression analysis was used to determine the relative contribution of the two independent variables to the dependent variable, the results in Table 7 present the following expressed as beta weights; viz awareness of ethical issues ($\beta = .107$, $P > .05$) and perception of ethical issues ($\beta = -.465$, $P < .05$). Hence, out of the independent variables, it is perception of ethical issues in libraries that significantly predicts service delivery in the selected polytechnics in southwestern, Nigeria.

Test of hypotheses

Hypothesis one: There is no significant relationship between awareness of ethical issues in libraries and service delivery by library personnel in South-west, Nigeria.

Table 8 presents the relationship between awareness of ethical issues in libraries and service delivery conducted through the Pearson Product Moment Correlation. .

Table 8 Relationship between awareness of ethical issues and service delivery

Variables	Mean	Std. Deviation	N	r	Df	Remarks
Awareness of ethical issues in libraries	15.59	.808	148	.235**	147	Sig.
Service delivery	36.95	5.177				

Results showed that there is a positive significant relationship awareness of ethical issues in libraries and service delivery ($r = .235^{**}$; $df = 147$; $p < 0.01$). Thus, the more the library personnel are aware of the ethical issues in libraries, the more it impacts their service delivery. Therefore, the null hypothesis is rejected and the alternative that states that there is a significant relationship between awareness of ethical issues in libraries and service delivery is hereby accepted.

Hypothesis two: There is no significant relationship between perception of ethical issues in libraries and service delivery by library personnel in South-west, Nigeria.

The correlation analysis conducted between perception of ethical issues in libraries and service delivery is presented in Table 9.

Table 9. Relationship between awareness of ethical issues and service delivery

Variables	Mean	Std. Deviation	N	R	Df	Remarks
Perception of ethical issues in libraries	54.84	6.438	148	.495**	147	Sig.
Service delivery	36.95	5.177				

Findings revealed that there is a significant positive relationship between perception of ethical issues in libraries and service delivery ($r=.495^{***}$; $df = 147$; $p < 0.01$). This implies that the more appropriate the perception of the ethical issues in libraries by the library personnel, the more the level of service delivery. Therefore, the null hypothesis is rejected and the alternative that states that there is a significant relationship between perception of ethical issues in libraries and service delivery is hereby accepted.

Hypothesis three: There is no significant joint influence of awareness and perception of ethical issues in libraries on service delivery by library personnel in the selected polytechnics in South-west, Nigeria.

Table 10 presents the results of the joint influence of awareness and perception of ethical issues in libraries on service delivery by library personnel.

Table 10. Joint influence of awareness and perception of ethical issues on service delivery

Model Summary					
R	R Square	Adjusted R Square	Std. Error of the Estimate		
.505 ^a	.256	.245	4.497		
ANOVA ^a					
Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	1006.634	2	503.317	24.883	.000 ^b
Residual	2932.933	145	20.227		
Total	3939.568	147			

Table 10 showed a coefficient of multiple correlation ($R=.505$ and $\text{Adj. } R^2$ of $.245$). This means that 24.5% of the variance was accounted for by awareness and perception of ethical issues in libraries on service delivery by library personnel in selected polytechnics in southwestern, Nigeria. The significance of the composite contribution was tested at $P<.05$. Table 10 also showed that the analysis of variance for the regression yielded F-ratio of 24.883 ($P<0.01$). The implication of this result is that the joint influence of awareness and perception of ethical issues in libraries on service delivery was significant and the other variables not included in this model may have accounted for the remaining variance. Thus, the null hypothesis is rejected.

Discussion of the findings

Results showed that the level of awareness of ethical issues in libraries by most of the library personnel is high. This high level of awareness may be a function of increased advocacy on ethical issues in libraries. This result corroborates that of Onoyeyan et. al. (2014) who studied ethical concerns among practicing librarians in Nigeria and reported that almost all the respondents were aware that librarians are professionals and have a code of ethics they must follow. Findings also revealed that most of the respondents did not have the appropriate perception of the ethical issues in libraries. This reveals that more still needs to be done to enlighten most of the library personnel in the polytechnics on the specific issues of ethical concern in library service delivery. This result disagrees with that of Adebayo and Mabawonku (2017) who noted that their respondents had a positive perception of information ethical issues like privacy and equity of service.

Findings also showed that the level of service delivery in the libraries is high. This may be a function of the facilitating conditions provided by the management of the libraries. This result differs from that of Onaolapo (2016) who evaluated the use of library services in Federal Polytechnic, Offa, Kwara State Nigeria and discovered that most of the library services were not adequately used and this could imply low level of service delivery. In addition, results revealed a significant positive relationship between awareness and perception of ethical issues in libraries and service delivery. This result supports that of Ejedafiru (2020) where findings revealed a positive significant relationship between librarians' professional ethics (in terms of awareness, perception and compliance) and reference service delivery.

Even though the results revealed that both awareness and perception of ethical issues have a significant influence on service delivery, perception of ethical issues had the greatest influence

on service delivery. This highlights the importance of perception in predicting human behaviour. This upholds the deontological theory of ethics which states that ethical issues should be considered a duty and before this can be done, the library personnel will have to form a favourable perception of these ethical issues. That is only when they would be able to adhere to them as a matter of duty.

Conclusion and recommendations

Library personnel in polytechnics should not only be concerned with the level of their service delivery, they should also be interested in how those services are delivered. This is because if library services are delivered unethically, the users will not be happy and this could further fuel user apathy. Therefore, it is important for library personnel in polytechnic libraries to take ethical issues seriously so that library users can be dignified. Therefore, it is important for the management of the polytechnic libraries to organise seminars and workshops that will enlighten the staff on different ethical issues and what to do in order not to violate the ethical standards. This will address the issue of unfavourable perception of the ethical issues in libraries. Also, code of ethics should be developed and made available to all library personnel in print and electronic formats so that they will familiarise themselves with the contents.

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