

# AVAILABILITY AND UTILISATION OF LIBRARY HOMEPAGE AND RELATIONSHIP WITH SERVICE DELIVERY IN POLYTECHNIC LIBRARIES IN DELTA STATE

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## **Abstract**

This study investigated the availability and utilisation of the library homepage and its relationship with service delivery in polytechnic libraries in Delta State. A descriptive research design was adopted for the study. The entire staff of all 7 polytechnics in Delta State, Nigeria, was considered for the study. A total enumeration sampling technique was used for the study. Descriptive statistical tools were used for data analysis. The study found that most of the polytechnics have library homepages for service delivery. The purpose of using library homepages in polytechnics in Delta State is to provide easy access to library resources and provide remote library services. Most polytechnics do not utilize homepages for service delivery. The challenges to the effective utilisation of library homepages for service delivery are poor internet connectivity and low digital literacy among users. It was recommended that all the polytechnics should have library homepages on their website, and library staff should enhance their efforts in making use of the library homepages for effective delivery of library services.

**Keywords:** Delta State, Library homepage, Library staff, Polytechnic libraries, Service delivery

## **Introduction**

Education is vital for national and global development. Education empowers people, drives innovation, shrinks inequality, and promotes economic growth and social stability.

In Nigeria, tertiary education is provided by universities, polytechnics, and colleges of education. The creation of polytechnics in Nigeria is vital for providing hands-on and technical education that supports industrial growth, entrepreneurship, and capable personnel for national development (Ajeniwani et al., 2024). Libraries are in polytechnics to support teaching, learning, and research through the provision of access to pertinent academic resources and information (Ajegbomogun & Adekoya, 2024; Ternenge & Kashimana, 2019).

In the modern age of technology, libraries provide services through library homepage, mobile apps, social media platforms, etc. (Onunka et al., 2023). The library homepage is a virtual entryway where users can access resources, communicate with library service providers, and receive a series of services from anyplace, at any time (Bandyopadhyay & Boyd-Byrnes, 2016). The library homepage is a specific type of web page that gives comprehensive information concerning the site and acts as a directory to a set of web pages. These days, there is a reduction in the level of use of libraries (Kumara & Rajalaxmi, 2014). Library homepages serve as gateways to library resources and services, which enable users to access information remotely.

### **Statement of the problem**

In the digital era, libraries are expected to use their homepages for service delivery. However, there seems to be a gap in the availability and utilisation of library homepages in many polytechnics, specifically in Delta State, Nigeria. Even though library homepages provide benefits which include enhanced service delivery, wider access to information, and greater user convenience, the extent of availability and utilisation in polytechnic libraries

in Delta State is blurred. Some of the polytechnics may not have library homepages. In polytechnics that have the platforms, they may be underutilised. This condition causes apprehensions concerning the efficiency of library service delivery and the ability of such institutions to meet the information and academic needs of library users. Thus, this study examines the availability and utilisation of library homepages **and Relationship with** service delivery in polytechnic libraries in Delta State.

### **Research Questions**

The following research questions guided the study

1. Are library homepages available for service delivery in the polytechnic in Delta State?
2. What are the purposes of using the library homepages for service delivery?
3. What is the level of utilisation of the library homepages for service delivery?
4. What are the challenges to effective utilisation of the library homepages for service delivery?

### **Research Hypotheses**

The following hypotheses were tested at a 0.05 level of significance.

1. There is no significant relationship between the availability and level of utilisation of library homepages for service delivery in polytechnic libraries in Delta State.
2. There is no significant relationship between the purpose of utilisation and the level of utilisation of the library homepages for service delivery in polytechnic libraries in Delta state.

## Literature Review

### *Availability of Library Homepages for Service Delivery*

The library homepage is among the key emerging information delivery systems via the internet. The homepages make available comprehensive information about the site, acting as a table of contents, and serving as a directory to a set of webpages (Kumara & Rajalaxmi, 2014). This continuous availability indicates that users can retrieve information anytime without necessarily having face-to-face interaction with library staff (Mawhinney, 2020). This makes library services more flexible and user-centered. Users need not make an extensive physical visit to the library, since they have remote access to library collections (Ruthven et al., 2023).

The library homepages have to be readily accessible, responsive, and interactive (Ternenge & Kashimana, 2019). This will enable user participation, feedback, and real-time assistance. The availability of library homepages is pivotal for enhanced delivery of library services. However, it is not all polytechnics in Nigeria that have library homepages (Onaolapo, 2016). This limits the accessibility and reach of their information services. Many of the polytechnic libraries in Nigeria do not have online presence because of inadequate funding, and insufficient digital literacy among staff (Bello, 2022; Osinulu, 2022).

### *Utilisation of Library Homepages for Service Delivery*

Utilisation of library homepages entails the way users interact with the library homepage to meet their information needs. Among the primary purposes of using library homepages for service delivery is easy access to needed information resources (Kumara &

Rajalaxmi, 2014). In the library homepage, users can easily and freely access databases, e-books, journals, and institutional repositories (Ternenge & Kashimana, 2019). This breaks the barriers of physical operating periods. More so, the library homepage provides remote support services through features which include live chat, email helpdesks, FAQs, and tutorials (Ruthven et al., 2023).

The library homepage enhances user-centred experience by using analytics to personalise services. It highlights the tools that are regularly used (Tidal, 2012). Through this effort, there is an improvement in user satisfaction. Some library homepages have information literacy tutorials, citation tools, guides, and webinars that support independent learning (Jones & Thorpe, 2014). Some of the information literacy programmes of the library can be communicated to the users via the library homepage. More so, conferences, trainings, and workshops organized by an institution can be placed on the library homepage.

Studies have revealed that users employ library homepages to search the catalogue or databases, access e-resources, ask for research help, book library spaces or services, and get updates on library hours and events (Ruthven et al., 2023; Tidal, 2012). As long as users are online, they can access information at any hour of the day without any need for assistance from information officers. The homepage similarly provides interactive experiences and virtual reality features that engage users through sight, sound, and motion. The library homepage serves as a space for sharing information and knowledge (Seal, 2015). The basic viewpoint of the internet is to aid the sharing of information, ideas, and objects, particularly when the information is pertinent to certain users.

### *Challenges to the Utilisation of Library Homepages for Service Delivery*

Despite the vital role library homepages play in delivering effective services, several challenges inhibit libraries from using the tool for service provision. Some of the library homepages are cluttered, or have outdated interfaces. This makes it difficult for users to find the needed information (Kumara & Rajalaxmi, 2014). This disorderliness usually discourages users when navigating digital platforms (Akabua, 2024). The limitations usually reduce motivation for using the homepages. Because of this, there may be less inclination among library staff to use the homepage for service delivery. Ternenge and Kashimana (2019) agitated for humanizing user interface design, and restructuring content organisation as ways to enhance homepage usability.

Maintaining library homepages requires sufficient financing. Ola (2020) and Adekoya (2020) posited that most libraries in Nigeria are underfunded, which hampers their ability to fully utilise digital technologies such as homepages for service delivery. Regular upgrades to library websites are essential to ensure functionality and user engagement. However, limited funding for technical improvements often forces libraries to seek alternative ways to serve their users. In addition, some polytechnics in Nigeria lack adequately trained personnel to manage their websites (Anyira & Njoeteni, 2020). Managing library websites requires digital literacy, familiarity with content management systems, and a solid understanding of data science (Khan & Bhatti, 2017).

Effective use of library homepages for service delivery requires willingness and preparedness among library staff to embrace digital innovation. However, resistance to change is a common challenge, particularly among staff and users who are not familiar with

or timid to accept novel technologies (Busayo et al., 2024). This reluctance may be because of a lack of confidence or a lack of comfort using digital interfaces (Olorunfemi & Adekoya, 2025). In some cases, low levels of user awareness or inadequate training also inhibit the use of library homepages. **Methodology**

A descriptive research design was adopted for the study. The population of the study was 163 library staff across the 7 polytechnics in Delta State, Nigeria. Due to the manageable size of the population, a total enumeration sampling technique was adopted for the study. Data were collected using a structured questionnaire. The questionnaire had four parts.

(1) Part A: Availability of library homepages for service delivery

(2) Part B: Purposes of using the library homepages for service delivery

(3) Part C: Level of utilisation of the library homepages for service delivery

(4) Part D: Challenges to effective utilisation of the library homepages for service delivery

Research questions were answered using descriptive statistics. Yes and No were used for Parts 1, 2, and 4. A 5-point Likert-type scale of Very Highly Utilised, Highly Utilised, Moderately Utilised, Rarely Utilised, and Not Utilised was used for Part 3. Frequency counts and percentages were used to analyse Parts 1, 2, and 4, while mean and standard deviation were used to analyse Part 3. The criterion means of 2.50 was used for the study (<2.50 = Low Level; 2.50= Moderate Level; >2.50 = High Level). Inferential statistics such as correlation was used to answer the hypotheses. The analysis was facilitated using the

Statistical Package for Social Sciences (SPSS) Version 21. In all, 117 staff responded to the study, representing a 72% response rate.

### Results and Discussion

Are library homepages available for service delivery in the polytechnic in Delta State?

Table 1: Availability of library homepages for service delivery in the polytechnic in Delta State

Polytechnics	Yes		No		Total	
	Freq.	%	Freq.	%	Freq.	%
Delta State Polytechnic, Otefe-Oghara	19	100	0	0	19	100
Petroleum Training Institute (PTI), Effurun	19	86.4	3	13.6	22	100
Delta State Polytechnic, Ogwashi-Uku	17	77.2	5	22.7	22	100
Federal Polytechnic, Orogun	13	61.9	8	38.1	21	100
Calvary Polytechnic, Owa-Oyibu	2	66.7	1	33.3	3	100
Bellaraks Polytechnic, Kwale	0	0	9	100	9	100
Delta State School of Marine Technology, Burutu	0	0	21	100	21	100

As shown in Table 1, 19(100%) respondents in Delta State Polytechnic, Otefe-Oghara claimed they have library homepages for service delivery. This is followed by Petroleum Training Institute, Effurun (19, 86.4%), and Delta State Polytechnic (17, 77.2%). However, Bellaraks Polytechnic, Kwale, and the Delta State School of Marine Technology, Burutu, recorded no availability of library homepages. This means that most of the polytechnics have library homepages for service delivery. However, there are variations in the availability of library homepages. While some polytechnics claimed that they have a library homepage, some said they do not. These findings agree with those of Amanawa and Ebiegberi (2025), who found that some institutions are more likely to adopt digital

platforms for information service delivery. Meanwhile, a study by Thompson (2015) advocated for institutional support for the library homepage

What are the purposes of using the library homepages for service delivery?

**Table 2: Purposes of Using the Library Homepages for Service Delivery**

Purposes	Yes		No		Total	
	Freq.	%	Freq.	%	Freq.	%
Provision of easy access to library resources	101	86.3	16	13.7	117	100
Provision of remote library services	93	79.5	24	20.5	117	100
Support online reference services	88	75.2	29	24.8	117	100
Promotion of library programmes and events	88	75.2	29	24.8	117	100
Enabling access to e-resources and databases	82	82	70.1	35	117	100
Support academic and research activities	81	69.2	36	30.8	117	100
Improvement of communication with users	76	65	41	35	117	100
Facilitation of online registration and renewals	75	64.1	42	35.9	117	100
Enhancement of user education and training	71	60.7	46	39.3	117	100
Assist users with research tools	67	57.3	50	42.7	117	100

As shown in Table 2, the major purpose of using library homepages in polytechnics in Delta State is to provide easy access to library resources (100%). This is followed by the provision of remote library services (93, 79.5%). The least is assisting users with research tools (67, 57.3%). This means that library homepages are effective platforms for information literacy instruction. These findings are in agreement with those of Dempsey et al. (2014), which identify library websites as gateways to digital collections. Also, Tidal (2012) posited that the major function of a library homepage is to enable access to repositories, journals, and other information resources. The finding that library homepages are used for the provision of remote library services is in tandem with those of Ternenge and Kashimana (2019), who reported that digital library platforms enable users to make enquiries, access information, and receive support from any location.

What is the level of utilisation of the library homepages for service delivery?

**Table 3: Level of Utilisation of the Library Homepages for Service Delivery**

Utilisation	VHU (5)	HU (4)	MU (3)	RU (2)	NU (1)	Mean ( $\bar{x}$ )	Std Dev.
Calvary Polytechnic, Owa-Oyibu	1	2	0	0	0	4.33	0.47
Federal Polytechnic, Orogun	3	5	0	8	5	2.43	1.57
Delta State Polytechnic, Ogwashi-Uku	2	2	2	11	5	2.32	1.35
Delta State Polytechnic Otefe- Oghara	3	3	1	6	6	2.20	1.57
Petroleum Training Institute, Effurun	2	3	0	8	9	2.05	1.42
Bellarks Polytechnic, Kwale	0	0	0	0	9	1.00	0.00
Delta State School of Marine Technology, Burutu	0	0	0	0	21	1.00	0.00
<b>Average mean</b>						<b>2.19</b>	
The criterion (<2.50 = Low Level; 2.50= Moderate Level; >2.50 = High Level).							

Note: VHU = Very Highly Utilised, HU = Highly Utilised, MU = Moderately Utilised, RU = Rarely Utilised, NU = Not Utilised

As shown in Table 3, the average mean of 2.19 shows a low level of use of library homepages for service delivery among the selected polytechnics in Delta State. Calvary Polytechnic, Owa-Oyibu, recorded the highest mean score ( $\bar{x} = 4.33$ ), indicating a high level of utilisation of its library homepage. This is followed by Federal Polytechnic Orogun ( $\bar{x} = 2.43$ ). However, Bellarks Polytechnic, Kwale, and Delta State School of Marine Technology, Burutu, both recorded a mean score of 1.00, which indicates a very low level of utilisation. This implies that most of the polytechnics do not utilise homepages for service delivery. These findings support those of Kumara and Rajalaxmi (2014), who found that effectively-

managed academic library websites with functional features usually have a high level of patronage. A study by Tidal (2012) has shown that when library homepages provide easy navigation and access to e-resources, users will visit and use them regularly.

What are the challenges to effective utilisation of the library homepages for service delivery?

**Table 4: Challenges to Effective Utilisation of the Library Homepages for Service Delivery**

Challenges	Yes		No		Total	
	Freq.	%	Freq.	%	Freq.	%
Poor internet connectivity	109	93.2	8	6.8	117	100
Low digital literacy among users	102	87.2	15	12.8	117	100
Outdated or poorly designed homepage	93	79.5	24	20.5	117	100
Inadequate ICT infrastructure	91	77.8	26	22.2	117	100
Lack of regular content updates	87	74.4	30	25.6	117	100
Low user awareness	81	69.2	36	30.8	117	100
Technical errors and system downtime	77	65.8	40	34.2	117	100
Limited mobile compatibility	73	62.4	44	37.6	117	100
Inadequate staff training	73	62.4	44	37.6	117	100
Security and privacy concerns	67	57.3	50	42.7	117	100

Table 4 shows that the major challenges to the effective utilisation of library homepages for service delivery are poor internet connectivity (109, 93.2%), low digital literacy among users (102, 87.2%), and an outdated or poorly designed homepage (93, 79.5%). This indicates that the polytechnics face a lot of challenges in the effective utilisation of library homepages for service delivery. These findings support those of Yusuf and Ibrahim (2024), who found that unstable and slow internet connections in many Nigerian tertiary institutions hinder access to online library services. This means that even when library homepages are functional, users are usually not able to access them steadily

because of poor internet connectivity. Also, the findings of the study are in tandem with those of Adekoya and Adedimeji (2021), who noted that some library users in African countries do not have the ICT skills needed to navigate digital platforms effectively.

**Hypothesis 1:** There is no significant relationship between the availability and level of utilization of library homepages for service delivery in polytechnic libraries in Delta State

**Table 5: Relationship between Availability and the Level of Utilization of Library Homepages for Service Delivery in Polytechnic Libraries**

		Availability	Utilization
<b>Availability</b>	Pearson Correlation	1	.133
	Sig. (2-tailed)		.025
	N	183	183
<b>Utilization</b>	Pearson Correlation	.133	1
	Sig. (2-tailed)	.025	
	N	183	183

From Table 5, the Pearson Product-Moment Correlation Coefficient  $r = 0.133$ . Since the significant value (Sig. 2-tailed) is 0.025 (which is less than 0.05), it can therefore be concluded that there is a significant relationship between the availability and level of utilization of library homepages for service delivery in polytechnic libraries in Delta State. The null hypothesis is therefore rejected. This implies that an increase in availability may lead to an increase in the level of utilization of library homepages for service delivery. As such, when library homepages are available on the polytechnic website, library staff are able to use them for service delivery.

**Hypothesis 2:** There is no significant relationship between the purpose of utilization and the level of utilisation of the library homepages for service delivery in polytechnic libraries in Delta State.

Table 6: **Relationship between Purpose of Utilization and the Level of Utilisation of the Library Homepages for Service Delivery in Polytechnic Libraries**

		Purpose Utilization	of Level of Utilisation
<b>Purpose Utilization</b>	Pearson Correlation	1	.116
	Sig. (2-tailed)		.033
	N	183	183
<b>Level Utilisation</b>	Pearson Correlation	.116	1
	Sig. (2-tailed)	.022	
	N	183	183

From Table 6, the Pearson Product-Moment Correlation Coefficient  $r = 0.116$ . Since the significant value (Sig.. 2-tailed) is 0.033 (which is less than 0.05), it can therefore be concluded that there is no significant relationship between the purpose of utilization and the level of utilisation of the library homepages for service delivery in polytechnic libraries in Delta State. The null hypothesis is therefore rejected. This implies that the more they have reasons to use the homepages, the more they actually use them.

### Recommendations

Based on the findings of the study, the following recommendations are made:

1. All the polytechnics that do not have a library homepage on their website should try to include it so that library services can be provided through the platform.

2. Library staff should enhance their efforts in making use of the library homepages for effective delivery of library services.
3. Library management should ensure regular updating and redesigning of library homepages, ensuring they are attractive, user-friendly, and convey relevant and current information.
4. Polytechnic management should adequately fund digital library development as part of major educational and technological advancement policies.

## **Conclusion**

This study investigated the availability and utilisation of library homepages and their relationship with service delivery in polytechnic libraries in Delta State, Nigeria. The study found that while some of the polytechnics have library homepages that they use for service delivery, others do not. This means that the polytechnics that do not have library homepages are not effectively using digital technology for delivering library services. The purposes of using library homepages, as found in this study, are to provide easy access to library resources, support remote library services, and facilitate online reference services. This confirms the importance of library homepages in library service provision. The variations in the level of utilization of library homepages for service delivery indicate a need for some libraries to enhance their use of the tool, as their use has not been maximized.

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