

**INSTITUTIONAL FACTORS AS DETERMINANTS OF QUALITY SERVICE
DELIVERY OF LIBRARIANS IN RESEARCH INSTITUTE LIBRARIES IN SOUTH-
WEST, NIGERIA.**

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ABSTRACT

The importance of quality service delivery in research institutes' libraries cannot be overemphasized as it determines the quality of information services delivered in these libraries and the research productivity of the users. Literatures have established that an institution factor is one of the important factors that determine quality of service delivery in research institute library. This study examines the quality of service delivery and also determines the influence of institution factors on quality service delivery in research institute south-West, Nigeria. The study adopted survey research design. The population comprised 140 library personnel from 27 research institutes in South-West, Nigeria. A structured and validated questionnaire was used to collect data. The result shows a positive quality service delivery (mean= 2.77) in research institute libraries and institutional factors has a significant influence on quality service delivery ($\beta=.255$, $P< 0.05$). The study concluded that institutional factors play important roles in ensuring effective quality service delivery in research institutes' libraries in South-West, Nigeria. The study recommended that parent organisations of research institutes should give more support to improve the institutional factors prevailing in their libraries.

INTRODUCTION

Libraries are crucial units in educational and research institutes, providing effective and quality services to meet user community needs. They facilitate access to information and support teaching, learning, and research needs. Research institutes aim to engage in innovative research through unique learning opportunities for students and researchers, and participate in international research and collaborations. The quality of service offered by libraries is crucial to the institute's ranking. Quality service is defined as the degree of excellence in library services rendered to users, ensuring maximum satisfaction and delight. It is achieved through strict commitment to specific standards, service potential, service process, and customer satisfaction. Improved quality service increases profitability and long-term economic competitiveness. Improvements can be achieved through operational processes, problem identification, service performance measures, and customer satisfaction. Quality service is a function of the processes involved in carrying out a service and how users view it to meet their expectations.

The Nordic School of thought introduced the concept of service quality, which consists of technical and functional aspects. Technical quality refers to the customer's interaction with the organization, while functional quality refers to how the service is delivered and received. The GAP Model, developed by Parasuraman, Berry, and Zeithaml, identified five gaps that could cause unsuccessful delivery: customer gap, knowledge gap, delivery gap, policy gap, and communication gap. The model's principal dimensions were reduced to five, including reliability, assurance, tangibles, empathy, and responsiveness. These dimensions are applicable to various industries, including libraries and research institutes. However, studies have shown that many information services delivered in research institute libraries in South-West, Nigeria, are not meeting users' desired expectations. This is due to users doubting the importance and abilities of libraries in organizations, particularly research institutes in South-West, Nigeria. Institutional support from the parent body is also crucial for quality service delivery. Research libraries face challenges in maintaining existing services and introducing innovative ones due to changing technologies and budget constraints. Institutions play a crucial role in supporting these libraries, as they serve as auxiliary institutions to fulfill their aim, vision, and mission.

Institutional factors, such as organizational culture, policy, staff training, electricity supplies, adequate funding, infrastructural facilities, and internet connection, are crucial for libraries to sustain quality service delivery. These facilitating conditions, such as help services, management support, and funding, can influence service delivery in institutions. Institutional factors also include the digitization process, funding, infrastructure, organizational culture, policy, need

analysis, and resource sharing policy. Other factors, such as human resources, management skills, organizational structure, culture, and size, are also necessary to support technological innovations. The current study aims to survey institutional factors like electricity supply, internet connection/services, librarian training, and ICT infrastructure in research institutes' libraries to facilitate quality service delivery. Unstable electricity supply can hinder the quality of services, as it is a persistent challenge in Nigeria, where ICT use is hindered by erratic power supply.

Fast internet access is crucial for effective service delivery in libraries, as it allows users to access information resources from anywhere. However, it is often correlated with high internet bandwidth, which is a challenge in developing countries like Nigeria. Poor networking and inadequate internet connectivity can hinder the sharing of information resources. Training staff for effective information service is another concern for research institutes' libraries. Technological change in modern societies is causing challenges for library personnel in developing countries. ICT literacy is becoming an essential life competence, and inability to deploy ICTs can hinder personal life development, social interaction, and task performance. Information and communication literacy skills of library personnel are also essential for improving service delivery. These skills involve the application of information and communication technology for specific purposes, including knowledge of operating systems, database structure, and input instructions. Inability to use ICT tools can lead to resistance to technology, which is a major impediment to embracing new technologies for quality service delivery.

The study explores the factors determining quality service delivery in research institute libraries in South-West, Nigeria. It emphasizes the importance of providing quality information services to maintain relevance and attract more users, particularly professionals accessing the library for serious research activities. The research aims to improve personnel well-being and organizational commitment.

Statement of the Problem

The importance of quality service delivery in research institutes' libraries cannot be overemphasized as it determines the quality of information services delivered in these libraries, and by extension, the research productivity of their users, as well as their continued patronage. However, evidence from available literature (Onuoha, Omokoje&Bamidele, 2013) and personal observations of the researcher have established that most research institutes' libraries in South-West, Nigeria are still not delivering information services that meet the expectations of the

researchers using them. This is evidenced by the declining patronage of research library which is traceable to the low satisfaction derived by users of these libraries. However, there are indications from available literature that the capacity or otherwise of any research institute's library to deliver quality information services may largely be determined by many factors including institutional factors. It must however be noted that many successful libraries, especially, those with highly rated information services in the world have the support of their institutions in terms of electricity supply, internet connection, staff training and ICT skill level of librarians in research institute libraries. Many of these seem to be lacking in some research institutes' libraries in Nigeria, especially in South-West, which is the focus of this present study, thus constituting obstacle to delivering high quality information services. Therefore, the desire to improve the quality of information services rendered in research institutes' libraries in South-West, Nigeria necessitated the investigation into institutional factors as determinants of quality service delivery in research institute libraries in South-West, Nigeria.

Objective of the Study

The main objective of the study is to investigate the influence of institutional factors on quality service delivery in research institutes' libraries in South-West, Nigeria. The specific objectives are to:

1. Ascertain the level of quality service delivery in research institutes' libraries in South-West, Nigeria;
2. identify existing institutional factors in research institutes' libraries in South-West, Nigeria;
3. determine the influence of institutional factors on quality service delivery in research institutes' libraries in South-West, Nigeria;

Research Questions

1. What is the level of quality service delivery in research institutes' libraries in South-West, Nigeria?
2. What are the prevalent institutional factors in research institutes' libraries in South-West, Nigeria?

Research Hypothesis

Considering the objectives of the study and the research interest, the following hypothesis has been postulated for the study and was tested at 0.05 significance level.

H₀₁: Institutional factors have no significant influence on quality service delivery in research institutes in South-West, Nigeria.

REVIEW OF RELATED LITERATURE

Quality Service Delivery

Quality service delivery in libraries is crucial for meeting user needs and ensuring standard services. It should be timely, accurate, and ambiguous, including reference, lending, serials, and internet services. Major measuring tools for quality include Total Quality Management (TQM), Service Quality (SERVQUAL), and Library Quality (LibQUAL). Research libraries, located in research institutes, must improve their services to meet user expectations and face 21st-century information challenges. Understanding user expectations and satisfaction is essential for improving library services and meeting library objectives.

Concept of Institutional Factors

Research libraries in Nigeria rely heavily on their parent institutions for adequate institutional support, including funding, personnel, motivation, infrastructure, staff development, and policy. Quality information products and service delivery are crucial for user satisfaction. Institutional support, also known as organizational support, helps improve library personnel's well-being, influencing their commitment to the institution and the development of the library and its collection. Funding is essential for library collections, and the quality of the relationship between the institution and the library significantly influences perceived institutional support.

Empirical Review

The study by Mengich and Kiptum (2018) found that strategic plan resource allocation positively impacts quality service delivery in Kenya. Public spending management systems in Ghana also have a significant impact, with procedures, structures, regulations, and policies governing expenditure management. Lazarus, Unegbu, and Opeke (2019) found that institutional support, including adequate funding, motivation, facilitative policy, and staff training, significantly improves indigenous knowledge documentation in libraries in Lagos State, Nigeria. Falola et al.

(2020) found that research support, pedagogical support, and technical support predict faculty responsiveness to quality research productivity, quality knowledge sharing, and administrative efficiency. Zhang et al. (2017) found that institutional support positively affects product and process innovation and firm performance, but dysfunctional competition reduced its positive effects. Ajayi et al. (2021) investigated institutional support for collection development practices in private university libraries in South-West, Nigeria, finding that prompt release of library budget allocation during accreditation, regular salary payment, and provision of work-related infrastructural facilities were the most prevalent. However, administrative bottlenecks and delayed provision of institutional support were major obstacles to quality services in research libraries. The effectiveness of institutional support in enhancing innovation and quality service delivery in research libraries remains a topic of interest.

Theoretical Framework

The SERVQUAL model, developed by Parasuraman and colleagues in 1985, is the most commonly used assessment tool for quality service in various service sectors, including libraries and information centers. It has been widely studied, criticized, tested, and adopted by researchers from various disciplines, particularly in library and information science. Institutional support, including adequate funding, motivation, and staff training, has been found to significantly improve indigenous knowledge documentation in libraries. Research supports, pedagogical support, and technical support predict faculty responsiveness to quality research productivity, quality knowledge sharing, and administrative efficiency. Institutional support positively affects product and process innovation and firm performance, but dysfunctional competition reduces its positive effects. Ajayi et al. (2021) investigated institutional support for collection development practices in private university libraries in South-West, Nigeria, finding prompt release of library budget allocation during accreditation, regular salary payment, and provision of work-related infrastructural facilities as the most prevalent.

METHODOLOGY

The study adopted the survey research design. The population for this study comprised of one hundred and forty librarians and library officers from 27 research institutes in South-West, Nigeria. Total enumeration method was used due to the manageable size of the population of librarians under investigation to give comprehensive coverage of all librarians in the research

institutes in South-West, Nigeria and therefore there will be no sample for this study. A well-structured questionnaire was used to obtain data for this study. Data collected were analyzed using simple percentage and frequency tables, and finally, regression with the aid of Statistical Product and Service Solutions (SPSS) was used in order to test the stated hypotheses. The methods used for testing hypotheses were simple and multiple regression analysis done at 0.05 significant levels. The data collected were analysed using descriptive and inferential statistics.

Results

Research Question One: What is the level of quality service delivery in research institutes' libraries in South-West, Nigeria?

Table 1

Quality service delivery in research institutes

Quality Service Delivery	Very Level (4)	High (3)	High Level (2)	Low Level (1)	Mean	Std.
Reliability					3.11	0.807
Responses promised are delivered within specified time to users to a	60 (52.2%)	44 (38.3%)	7 (6.1%)	4 (3.5%)	3.39	0.757
Exact queries of users are followed specifically to a	46 (40.0%)	58 (50.4%)	9 (7.8%)	2 (1.7%)	3.29	0.685
Service provided in the library right from the first visit is worthy of dependence to a	49 (42.6%)	38 (33.0%)	24 (20.9%)	4 (3.5%)	3.15	0.871
Statement or reports given by the librarian are free of errors to a	23 (20.0%)	79 (68.7%)	11 (9.6%)	2 (1.7%)	3.07	0.603
There is sincere interest in solving users' problems and reassurance of such when another problem arises to a	36 (31.3%)	23 (20.0%)	34 (29.6%)	22 (19.1%)	2.63	1.119
Assurance					2.87	0.912
Users can be confident that services provided will be delivered correctly to a	58 (50.4%)	25 (21.7%)	27 (23.5%)	5 (4.3%)	3.18	0.942
Library has a good reputation to a	30 (26.1%)	55 (47.8%)	25 (21.7%)	5 (4.3%)	2.96	0.810
It is safe to enter the library premises and to use the equipment to a	31 (27.0%)	51 (44.3%)	28 (24.3%)	5 (4.3%)	2.94	0.830
Documents and other information resources provided for use are held securely to a	31 (27.0%)	48 (41.7%)	29 (25.2%)	7 (6.1%)	2.90	0.872
Library staff use technologies quickly and skillfully to a	22 (19.1%)	33 (28.7%)	26 (22.6%)	34 (29.6%)	2.37	1.104
Responsiveness					2.86	0.920
Whenever there is a problem, library staff responds to it quickly to a	40 (34.8%)	47 (40.9%)	28 (24.3%)	0	3.10	0.765

Libraries give specific time for service delivery to users to a	29 (25.2%)	71 (61.7%)	6 (5.2%)	9 (7.8%)	3.04	0.788
Library provides prompt service delivery to users to a	29 (25.2%)	54 (47.0%)	27 (23.5%)	5 (4.3%)	2.93	0.814
Library staff are willing to answer users' questions to a	36 (31.3%)	27 (23.5%)	28 (24.3%)	24 (20.9%)	2.65	1.132
Situations in the library are treated with care and seriousness to a	32 (27.8%)	27 (23.5%)	33 (28.7%)	23 (20.0%)	2.59	1.099
Empathy					2.83	0.945
Librarians' give users' individual attention to a	43 (37.4%)	49 (42.6%)	14 (12.2%)	9 (7.8%)	3.10	0.898
Library opening hours are suitable to users to a	39 (33.9%)	36 (31.3%)	31 (27.0%)	9 (7.8%)	2.91	0.960
Librarians have the best interest of the users at heart in my library to a	32 (27.8%)	51 (44.3%)	20 (17.4%)	12 (10.4%)	2.90	0.931
In my library, librarians are knowledgeable and easy to talk with to a	32 (27.8%)	19 (16.5%)	56 (48.7%)	8 (7.0%)	2.65	0.965
In my library, staff understand the needs of their users to a	26 (22.6%)	30 (26.1%)	45 (39.1%)	14 (12.2%)	2.59	0.972
Tangibility					2.18	0.613
In my organization, library materials are arranged appropriately for users to a	45 (39.1%)	64 (55.7%)	4 (3.5%)	2 (1.7%)	3.32	0.629
Physical facilities in my library facilitate services rendered in the library to a	17 (14.8%)	81 (70.4%)	13 (11.3%)	4 (3.5%)	2.97	.0634
In my library, technology adopted are modern and useful to users to a	11 (9.6%)	82 (71.3%)	16 (13.9%)	6 (5.2%)	2.85	0.652
Library personnel in my library are physically appealing to users to a	27 (23.5%)	35 (30.4%)	53 (46.1%)	0	2.77	0.806
In my library, facilities are attractive to users to a	6 (5.2%)	39 (33.9%)	35 (30.4%)	35 (30.4%)	2.14	0.917
Grand Mean					2.77	0.839

Source: Researcher's Field Survey, 2023

Decision Rule: 1.0-1.74 = Very low level; 1.75-2.49 = Low level; 2.50-3.24 = High level; 3.25-3.99 = Very high level

Table 1 shows that research institutes libraries in South-West, Nigeria delivered quality services to a high level ($\bar{x} = 2.77$, $SD = 0.839$) on a 4-point Likert-type scale. Librarians in research institutes libraries specifically delivered quality services to users to a high level in terms of: reliability ($\bar{x} = 3.11$), assurance ($\bar{x} = 2.87$), responsiveness ($\bar{x} = 2.86$) and empathy ($\bar{x} = 2.83$). Furthermore, the Table shows that research institutes libraries delivered quality services to users to a low level in terms of tangibility ($\bar{x} = 2.18$). This implies that research institutes libraries in

South-West, Nigeria deliver quality services more in terms of reliability and this could be as a result of the fact that responses to promised are delivered within specified time to users and exact queries of users are followed specifically.

Research Question Two: What are the prevalent institutional factors in research institutes' libraries in South-West, Nigeria?

Table 2

Prevalent Institutional Factors

Institutional Factors	Strongly agree (4)	Moderately Agree (3)	Disagree (2)	Strongly disagree (1)	Mean	Std.
Internet connection					3.22	0.917
There is a central support unit in my library which helps with technical problems	66 (57.4%)	33 (28.7%)	10 (8.7%)	6 (5.2%)	3.38	0.854
The Internet in the library is just for computers in the cybercafé for users	55 (47.8%)	41 (35.7%)	17 (14.8%)	2 (1.7%)	3.30	0.783
There is quick response to network/connectivity problems in my library	61 (53.0%)	19 (16.5%)	31 (27.0%)	4 (3.5%)	3.19	0.954
There is Internet connectivity in my library	53 (46.1%)	31 (27.0%)	25 (21.7%)	6 (5.2%)	3.14	0.936
Only some designated sections operate under good Internet connection in my library	58 (50.4%)	25 (21.7%)	19 (16.5%)	13 (11.3%)	3.11	1.058
Staff Training					3.21	0.878
I have attended a formal advanced information services delivery training sponsored by my library	56 (48.7%)	46 (40.0%)	9 (7.8%)	4 (3.5%)	3.34	0.771
Staff in my library are frequently trained and retrained on information service issues	61 (53.0%)	32 (27.8%)	20 (17.4%)	2 (1.7%)	3.32	0.822
Training and retraining for librarians are encouraged by top managements of my library	59 (51.3%)	32 (27.8%)	18 (15.7%)	6 (5.2%)	3.25	0.907
The library sponsors staff for relevant and effective training/workshop	52 (45.2%)	40 (34.8%)	15 (13.0%)	8 (7.0%)	3.18	0.914
There is a formal services delivery training for staff	44	30	33	8	2.96	0.977

within the library	(38.3%)	(26.1%)	(28.7%)	(7.0%)		
ICT literacy skills					3.15	0.790
In my library, librarians are aware and trained on new ICT tools	60 (52.2%)	45 (39.1%)	10 (8.7%)	0	3.43	0.651
I have knowledge of the technicality in library activities	52 (45.2%)	47 (40.9%)	14 (12.2%)	2 (1.7%)	3.30	0.749
In my library, there is sufficient and capable manpower for library ICT operations	39 (33.9%)	46 (40.0%)	28 (24.3%)	2 (1.7%)	3.06	0.809
I possess the necessary ICT skills required for delivering library services	39 (33.8%)	41 (35.7%)	31 (27.0%)	4 (3.5%)	3.00	0.869
The overall ICT skill level of staff in my library can support delivery of quality services	39 (33.9%)	34 (29.6%)	40 (34.8%)	2 (1.7%)	2.96	0.872
Electricity supply					3.09	1.066
There are alternative sources of electricity supply (like generator and solar) in my library	66 (57.4%)	28 (24.3%)	15 (13.0%)	6 (5.2%)	3.34	0.897
Electricity supply is not a problem of my library	62 (53.9%)	25 (21.7%)	7 (6.1%)	21 (18.3%)	3.11	1.153
Stable power supply to the library will enhance delivery of information services	60 (52.2%)	19 (16.5%)	17 (14.8%)	19 (16.5%)	3.04	1.158
Constant electricity supply is available in my library	42 (36.5%)	31 (27.0%)	27 (23.5%)	15 (13.0%)	2.87	1.056
Grand Mean					3.17	0.913

Source: Researcher's Field Survey, 2023

Decision Rule: 1.0-1.74 = Strongly disagree; 1.75-2.49 = Disagree; 2.50-3.24 = Moderately Agree; 3.25-3.99 = Strongly agree

Sinstitutes' libraries in South-West, Nigeria in Table 4.5. The result revealed that institutional factors were highly and positively perceived in research institutes' libraries in South-West, Nigeria with a grand mean of ($\bar{x} = 3.17$, $SD = 0.913$) on a 4-point Likert-type scale. It is also clear from the result in Table 4.5 that, institutional factors prevalent in research institutes' libraries in South-West, Nigeria are internet connection ($\bar{x} = 3.22$), staff training ($\bar{x} = 3.21$), ICT literacy skills ($\bar{x} = 3.15$) and electricity supply ($\bar{x} = 3.09$) for their organizational practices. This

result therefore, indicates that internet connection is more prevalent in research institutes' libraries in South-West, Nigeria than other factors. In other words, the institutional factors in research institutes' libraries in South-West, Nigeria are encouraging for librarians' growth.

Hypothesis One: **Institutional factors have no significant influence on quality service delivery in research institutes in South-West, Nigeria.**

Table 3

Simple linear regression analysis of emotional intelligence and quality service delivery

Predictors	B	Std. Error	Beta (β)	T	P	R ²	Adj. R ²	F	ANOVA (Sig.)
(Constant)	2.290	0.251		9.124	0.005	0.051	0.042	6.050	0.015
Institutional factors	0.191	0.078	.255	2.460	0.015				
Dependent Variable: Quality service delivery Predictor: (Constant), Institutional factors DF (F-Statistic) = 1, 114 DF (T-Statistic) = 113									

Source: Field Survey Results, 2023

Estimated model

The model for the regression output is estimated as:

$$QSD = \beta_0 + IF + \mu$$

Where QSD = Quality service delivery, IF = Institutional factors, and μ = error term

Table 4.8 shows that institutional factors have a positive and significant influence on quality service delivery in research institutes in South-West, Nigeria ($Adj.R^2 = 0.042$, $F(1,114) = 6.050$, $p < 0.05$). The model shows that institutional factors accounts for 4.2% ($Adj.R^2 = 0.042$) of the changes in quality service delivery in research institutes libraries in South-West, Nigeria. This implies that institutional factors can be used in predicting quality service delivery. Therefore, the null hypothesis (H_{03}) which states that institutional factors have no significant influence on quality service delivery in research institutes in South-West, Nigeria was rejected. The hypothesis is therefore restated as: Institutional factors have a significant influence on quality

service delivery in research institutes libraries in South-West, Nigeria. This result suggests that institutional factors are vital to improving quality service delivery in research institutes in South-West, Nigeria.

Discussion of Findings

Research question one sought to find out the level of quality service delivery in research institutes' libraries in South-West, Nigeria. The study found that the level of quality service delivery is high. The result of this finding fully aligns with the report of Ikonne, Ibikunle and Babalola (2023) which detailed a high level of service delivery of librarians in public university libraries in South-West, Nigeria. Furthermore, the outcome of this present study to corroborate with the study of Unegbu, Ohwofasa and Ikonne (2023) which investigated the service delivery of librarians in public libraries in South-South, Nigeria and found the level of service delivery to be high among librarians. This finding is consistent with that of Oden and Owolabi (2021), who discovered that library staff service delivery in university libraries in Ogun state, Nigeria was also to a high level. The results of Udo and Ekeng (2021), which demonstrated a high level of service delivery by librarians in university libraries in Cross River State, Nigeria, further supported the study question one finding. The finding of this study supports the assertion of Oladipo and Soyemi (2021), who affirmed that there was a high level of service delivery in university libraries in Lagos State. This result is consistent with the findings of Awodoyin and Aina (2018), who also stated that there is high level of library service delivery in selected university libraries in South-West Nigeria. This result differs slightly from that of Hundo (2020), who claimed that libraries in French-speaking institutions in Southwest Nigeria provide a very high level of service delivery. However, this result contradicts the findings of Adenekan and Solomon's (2022) study, which indicated that the librarians at Ambrose Alli University Library provided poor quality service. Furthermore, the finding of this study opposes the results of Sofiya and Devi (2018) which revealed a poor level of service delivery. Additionally, the results of this study contradict those of Ilo, Idiegbeyan-ose and Adebayo (2015) and Fashola (2015), who found that the Nigerian National Library provides poor service delivery.

Research question two sought to identify the institutional factors prevalent in research institutes libraries in South-West, Nigeria. The result revealed that, institutional factors are highly perceived in research institutes libraries in South-West, Nigeria. This finding agrees with the finding of Ajayi, Adetayo, Gbotoso and Salvador (2021) who disclosed that institutional factors were prevalent in private university libraries in South-West, Nigeria. Similarly, this study affirms

the views of Umar and Ogunbote (2021) who revealed prevalent institutional factors in federal universities in North-East, Nigeria. Furthermore, the outcome of this study affirms the standing of Falola *et al.* (2020) who documented that there exists a prevalent institutional support in selected public universities in Nigeria. Likewise, this study supports the findings of Lazarus, Unegbu and Opeke (2019) who indicated that there was prevailing institutional support for documentation of existing indigenous knowledge in libraries in Lagos State, Nigeria. This study however contradicts the finding of Iwu-James *et al.* (2021) who reported absence of institutional support among academic librarians in South-West, Nigeria.

Hypothesis one showed that institutional factors have a positive and significant influence on quality service delivery in research institutes libraries in South-West, Nigeria. The submission of this study is congruent with earlier empirical studies which have shown different findings on the effectiveness of institutional support. Studies like Ajayi, Adetayo, Gbotoso and Salvador (2021), Umar and Ogunbote (2021), Iwu-James *et al.* (2021), Falola *et al.* (2020), Lazarus, Unegbu and Opeke (2019), Scott (2019), Mengich and Kiptum (2018) and Zhang, Wang, Zhao and Zhang (2017) have all revealed in their various findings the effectiveness of institutional support and quality service delivery.

Conclusion and Recommendations

Research institute libraries in developing countries like Nigeria face challenges in delivering quality information services to meet user demands. This affects research productivity and patronage. Most libraries in South-West, Nigeria are not meeting user expectations, leading to declining patronage. Factors such as institutional factors can determine the library's capacity to deliver quality services. Addressing these challenges is crucial for improving research institute libraries' performance. The findings showed that institutional factors are prevalent and based on the findings of this study, the study concluded that institutional factors play important roles in ensuring effective quality service delivery in research institutes' libraries in South-West, Nigeria. The study recommended that parent organisations of research institutes should give more support to improve the institutional factors prevailing in their libraries.

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