

## **Measuring library service delivery quality using SERVQUAL to predict intention to revisit Delta State Polytechnic Library, Ogwashi-Uku, Nigeria**

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### **Abstract**

This study assesses the service delivery quality using SERVQUAL to predict library users' intention to revisit Delta State Polytechnic Library, Ogwashi-Uku, Nigeria. Ultimately, the survey helps improve the quality of library services by informing the development and rollout of initiatives that address the concerns voiced by the polytechnic community. The working population of the study was 4545 library users in Delta state Polytechnic, Ogwashi-uku. A sample size of 354 was achieved using Wimmer and Dominick's sample size calculator. Direct data collection using a Questionnaire from Delta state Polytechnic libraries in Delta state, Nigeria, was the primary data collection method. The results of the assessment showed that DSPG library service quality has a significant effect on library users' intentions to revisit. Perceived reliability as a service quality positively affects library users' intentions to return, while assurance and empathy have the slightest positive influence. The study concluded that Library users who are assured and perceive library service as reliable, responsive, empathic, and tangible are more likely to revisit the Library. Therefore, working recommendations were made.

**Keywords:** Behavioral intentions, library service delivery, revisit intentions, service delivery, service quality, and SERVQUAL

### **Introduction**

Library input/output figures have been used for centuries as a reliable indicator of productivity in Africa and other developing regions (Sinikara, 2006; Asogwa et al., 2014). Librarians have used data collection and analysis to proxy their value to the institution (Dugan & Herson, 2002). This approach, which served its purpose well at the time, aimed to assess the quality of library services by counting things like the number of visitors, the number of books checked out and returned, the amount of money allocated, the number of employees, and other operational factors. Kyriillidou and Cook (2018) disclosed that these results date back to 1908. Their purpose is to show how libraries' services affect their users, how libraries stack up against other comparable institutions, and how libraries aid in leisure, education, and research. It was helpful

because it gave librarians information they could use to compare their Library's operations to those of others (Matthews, 2011).

In the past, libraries and librarians seldom gave patrons a voice (Herson, 2015). Authors in the field of librarianship during that period largely ignored the measurement of service quality and the extent to which users' expectations were met in favor of focusing on librarians' competencies and the library management's efforts to provide the necessary facilities for the clientele (Kyriillidou & Cook, 2018). According to Asogwa et al. (2014), only the customer's perspective matters when it comes to evaluating the quality of service.

The reasons why the statistics-based method is inappropriate now are the evolution of library services in response to patrons' evolving preferences and demands

made possible by the widespread use of digital technologies (Dlamini, 2013). The conventional approach to evaluating the quality of a polytechnic library needs to provide realistic targets or meet the needs of the Library's patrons for up-to-date resources (Asadu & Boniface, 2018). The ultimate aim is to compile "a fully personalized collection of books for the sake of meeting consumers' demands" (Goumairi et al., 2020) has pushed up the number of libraries' collections and led to evaluations of their worth based on the breadth and depth of their holdings and the quality of the services they provide their patrons (Choshaly & Mirabolghasemi, 2019).

The primary emphasis of libraries has shifted from material collections to service orientation in the global information age. New techniques to conceptualize and assess quality in modern libraries have evolved (Cook & Thompson, 2000; Hossain & Islam, 2012). Therefore, the authors define library service quality as the agreement between user perceptions, essential services, and expected services. How effectively an organization meets the needs of its customers and provides proof of its efficiency and effectiveness is how its performance is evaluated (Dugan & Hernon, 2002; Kumar & Mahajan, 2019). Librarians in developing countries have begun looking for new ways to evaluate service quality using the SERVQUAL model in response to the growing importance of assessment and accountability and the resulting changes in the structure of libraries and library collections made possible by Information and Communication Technologies (ICTs) (Nitecki, 1996; Hossain & Islam, 2012; Asadu, Boniface U & C, 2018; Asogwa et al., 2014). Therefore, this study will measure innovative library service delivery quality using SERVQUAL to predict intention to use Delta State Polytechnic Library, Ogwashi-Uku.

### **Statement of the problem**

Several researchers have used ideas and approaches to library service quality. However, the majority of prior library service quality studies have focused primarily on library user satisfaction (Choshaly & Mirabolghasemi, 2019), loyalty (Kiran K & Diljit S, 2017), and service quality to characterize users' expectations of services (Asogwa et al., 2014; McCallum, 2016) and the impact of library service quality on the collective level (Fields, 2012). There needs to be a sufficient study on how library service delivery influences customers' plans to revisit the Library, especially in Nigeria, despite its importance to library operations. Since analyzing the effects of library service delivery on users' intent to return to the DSPG library is a crucial aspect of developing library development plans, measuring the library service quality of DSPG using SERVQUAL is a crucial aspect of this research. In addition, earlier research on this topic used various service quality measurement methods, such as SEM-PLS (Choshaly & Mirabolghasemi, 2019). Moreover, although academics know the importance of service quality, the dynamic nature of library service delivery quality and how it can predict intentions to revisit the Library has yet to be explored. This study seeks to fill the existing identified gaps.

### **Objectives of the study**

The objectives of this study are to:

1. Measure library service delivery quality using SERVQUAL Delta State Polytechnic Library, Ogwashi-uku (DSPG)
2. To determine the library service delivery qualities that predict users' revisit intentions

### **Literature review**

Libraries need performance measurements to prove their worth and adapt to shifting patron expectations by launching innovative new services that need responsiveness and agility for optimal self-recovery and

accountability (Vickery et al., 1999). The 20th century saw the beginning of the practice, prevalent in the developed world's libraries, of gauging the quality of their services in terms of how satisfied their patrons were (Kyrillidou & Cook, 2018). Since a measure of library excellence based exclusively on library collections has become outmoded in the twenty-first century, libraries must put more effort into satisfying their patrons' needs. To better understand their patrons' perspectives and needs in the twenty-first century, libraries must adopt marketing methods, as stated by Hernon (2015). It follows that the judgment of library patrons is now more critical than ever in determining the quality of library services. There are several references to the use of SERVQUAL in developed-world enterprises, but relatively few to its implementation in developing-world academic libraries.

In many African countries, for instance, Jayasundara et al. (2010) found that evaluating library services based on customer feedback was in its infancy (Jayasundara et al., 2010). According to Ahmed and Shoeb (2009), SERVQUAL has never been used as part of a quality evaluation procedure for a Bangladeshi library (Ahmed & Shoeb, 2009). Neither the concept of library service quality nor the regular evaluation of library service quality is widely practiced in Nigeria (Asogwa et al., 2014). Since "the basic step to ascertain the service quality and accountability of libraries is by obtaining feedback from customers," and "only customers judge the quality (otherwise) all other judgments are essentially irrelevant" (Zeithaml et al., 2002), it is imperative that libraries collect clientele feedback. The authors of this article were unable to locate any prior research that used SERVQUAL as a tool for evaluating user services in Nigerian polytechnic libraries. There has also been a need for published research on the overall

effects and results of libraries' services for their patrons. It is a new problem in developed nations. This research aims to fill these gaps in information by evaluating the SERVQUAL model's ability to quantify the service quality provided by polytechnic libraries in low-income nations like Nigeria.

According to Dahan et al. (2016), Cook & Thompson (2000), and Asogwa et al. (2014), the following are some of the advantages of using SERVQUAL to conduct user surveys in academic libraries:

- Identify user problems, concerns, and needs via direct replies to a series of questions posed to the group being surveyed;
- Gauge the Library's success from the readers' point of view;
- Collect measurable information that is amenable to statistical analysis and generalization for the population at large;
- Enhance or modify existing services; promote the Library, and add to campus-wide evaluation efforts.

The SERVQUAL model has 22 questions. The PZB model's proponents found ten possibly overlapping aspects or criteria that consumers employed while evaluating service quality when conducting research using the SERVQUAL framework. Zeithaml, Parasuraman, and Berry (1990). The original list of ten factors that make up a good customer service experience came up. These include tangibles, dependability, responsiveness, competence, courtesy, credibility, security, access, communication, and an awareness of the customer's perspective. Due to their similarity, they were factored into five overarching constructs: reliability, responsiveness, assurance, empathy and tangibles.

### **Developing a hypotheses for the study**

*Reliability and intentions to revisit the library:* The reliability of a library depends on its capacity to reliably and adequately offer the services and resources promised to its customers. Scholars in the field of librarianship have recognized that factors, such as a reputation for reliability, impact library users' satisfaction and intent to use the Library (Hossain & Islam, 2012; Xu & Du, 2018; Yu & Huang, 2020; Choshaly & Mirabolghasemi, 2019). However, in the Nigerian context, the relationships between users' views of a library's dependability and its goals have yet to be well explored. The number of high-quality library services supplied to patrons may indicate dependability (Nitecki, 1996; Cook & Thompson, 2000). They are always accountable for offering prompt, high-quality service. This component, for example, might be used as a metric to determine the extent to which library patrons will continue to use the Library. Therefore, we hypothesize that:

Ho1: Reliability of a library will not influence users' intentions to revisit the DSPG library

*Responsiveness and intentions to revisit the library:* The "readiness of an organization's workforce to assist clients and offer timely services" is quantified by the concept of responsiveness. This alludes to the punctuality and efficiency with which librarians provide their services, as Ranganathan (1988) envisioned in his fourth rule of librarianship, quoted in Manjunatha and Shivalingaiah (2004). Responsiveness in library service delivery includes solving customer service problems, being available at all hours to aid users, providing services promptly, and resolving user complaints (Park, Robertson, and Wu, 2006). As a bonus, timely service is essential to the problem of responsiveness in library service

delivery (De Jager, Van Zyl, & Toriola, 2012; Pakdil & Aydn, 2007). Therefore, the author defines responsiveness as enabling users in the service industry with timely and valuable assistance. Support and helpful service through fast reply are essential in the librarianship profession, as shown by the groundbreaking study (Edwards & Browne, 1995). Therefore, the responsiveness of library employees may be measured by how promptly they reply to patrons' requests for help, how sincerely they care about those needs, and how willing they are to help. When librarians respond swiftly to users' needs, library users are satisfied (Jabeen et al., 2017; Nagata et al., 2004). Library users' satisfaction may prompt continued usage of the Library. Thus, the following hypothesis emanated:

Ho2: Responsiveness of library staff will not influence users' intentions to revisit the DSPG library

*Assurance and intentions to revisit the Library* Assurance, the fourth dimension, assesses how well personnel instills trust and confidence in the service provider by their expertise, skills, and demeanor. To be a competent librarian means to have the knowledge, experience, and motivation to use those things to improve library services for patrons; to be courteous is to treat patrons with respect and friendliness, and to be trustworthy and honest is to be able to back up what you say you are going to do. Assurance is essential when providing Library and information services (Shaw & Ivens, 2022). As stated by Brodie (2004), patrons' impressions of a library may be influenced by the confidence of its employees. However, several writers have made some valid reservations regarding these claims (Carabelli, 2016; Cherry, 2019). They are concerned that if library staff are too sure of themselves, they will start bragging, demonstrating their

ignorance, and criticizing others, which will only make things worse for everyone involved. However, Phua et al. (2018) argued that overconfident personnel become better leaders and draw customer connections, especially in service-delivering organizations like Polytechnic libraries in Nigeria, challenging some of Carabelli's (2022) and Cherry's (2019) results. As a result, the argument is valid that library patrons prefer interacting with staff members who radiate confidence and expertise. Therefore, we make the following hypothesis:

Ho3: Assurance will not influence users' intentions to revisit the DSPG library

*Empathy and intentions to revisit the library:* Companies' ability to show compassion and care for their customers is quantified through measurements of empathy. For those working in the Library and information sciences, this phrase communicates a sense of friendliness, accessibility, and a willingness to answer questions. This also encompasses being friendly, easy to get in touch with, and eager to cater to consumer demands. Empathy is a powerful tool in building connection and a feeling of belonging. It is well acknowledged that librarians, like other help-oriented professions, benefit significantly from developing their capacity for empathy. Indeed, it affects how well librarians and library patrons can communicate with one another and their shared sense of mutual understanding. Librarians with compassion may provide superior assistance to their patrons. Miller (2007) argued that the capacity for empathy is one of the most fundamental abilities in psychology and that it is both a natural talent and a skill that can be developed. In the context of a university library, empathy may be seen as one of the aspects that might

ameliorate the bad experiences of students with special needs. A patron with special needs may feel less like they belong at the Library if the staff does not show them enough compassion. Because of their essential role in encouraging students to persist in their coursework and eventually graduate, university librarians must develop enough empathetic abilities (Bodaghi et al., 2016). We hypothesize that:

*Ho4: Empathy will not influence users' intentions to revisit the DSPG library*

*Tangibles and intentions to revisit the library* Libraries' ability to provide high-quality services to their patrons is directly tied to the availability of tangible resources, including the buildings themselves, the equipment used to provide those services, the expertise of library staff, and the communication tools they use.

Ho5: Tangibles in the DSPG library will not influence users' intentions to revisit

## **Methods**

Libraries in the developed and developing world are evaluated using various methods that measure librarians' ability to provide high-quality service to their patrons. The working population of the study was 4545 library users, the number of registered Libraries between 2021 to 2022 session in Delta state Polytechnic, Ogwashi-uku. A sample size of 354 was achieved using Wimmer and Dominick sample size calculator with a 95% confidence level, and 5.0% margin error library users were selected. Two methods of information gathering were employed in this investigation. Deducing information that other writers have previously produced was one method. Direct data collection using a Questionnaire from Delta state Polytechnic libraries in Delta state, Nigeria, was the second method. The authors aimed to utilize the information gathered using

these methods to calculate the service quality of the DSPG library and to test how their perceptions affect their intention to revisit the Library. The authors evaluated the quality of library service delivery using a five-point Likert scale and questions with weights ranging from one to five (1 for Neutral, 2 for very low/ Extremely unlikely to five for very high/ Extremely Likely). The authors also modified some minor phrasing adjustments to the original SERVQUAL indicators' contents to better fit the needs of polytechnic libraries' services.

The questionnaire (MLSQUSITR) items followed Parasuraman et al. (1988) SERVQUAL model guidelines. For the first four questions, the reliability of the DSPG library was evaluated using questions 1-5. These questions probed the Library's consistency and precision in delivering on its service commitments. The responsiveness of librarians, defined as their desire to deliver timely services, was gauged using questions 6 through 9. The assurance given to library patrons was gauged by questions 10–13, which also tested librarians' abilities to instill trust and confidence. Five items/indicators were utilized in Questions 14–18 to gauge empathy or the degree to which library patrons were treated with care and consideration. The last four questions (19-22) focused on tangible aspects of the Library, such as its infrastructure and staff. Two questions were asked to elicit respondents' intentions to visit the Library. These questions include: “Do you intend to

revisit the DSPG library?” and “on a scale of 1-5, how likely are you to use the DSPG library for research and academic purposes?” The questionnaire was tested for internal consistency by conducting a pilot test from 30 library users at the University of Delta, Agbor. Cronbach's alpha was used to test the data gathered. A reliability coefficient of 0.78 was obtained, meaning that the items in the questionnaire are reliable. Values greater than 0.70 indicate above-average reliability of questionnaire questions as a whole (Ahmed & Shoeb, 2009)

Respondents were prompted to rate the quality of services they get from their Library and share their intentions to visit the Library. As stated by Cook, Heath, and Thompson (2003), the perceived level refers to the essential services supplied by the service providers or acquired by the users in the Library, while the anticipated level is the degree of service that users expect to get from the Library. All Statistical information was gathered from the DSPG library. The questionnaire was distributed throughout DSPG's academic facilities, including the Library, lecture rooms, other departments and student hostels. As soon as the questionnaires were filled out, they were all gathered. Out of the 354 surveys sent out, we received responses from 242. Data were analyzed using descriptive and inferential statistics on SPSS version 20.

## Results and discussion

**Table 1: Personal characteristics of respondents (n=252)**

Variables	Percent	
Gender	Male	56.9
	Female	43.1
Age range	15-20 years	38.1
	21-30 years	44.4
	31 years and above	17.6

Since age is considered an essential socio-demographic factor that could affect perceptions, this study examines respondents' age, gender and religion. As shown in Table 1, there is a more preponderance of male students (56.9%) in DSPG than females (43.1%). This could mean more males were willing to complete the questionnaire than females. It was also revealed that there were more students within the age range of 21-30 years (44.4%) and more.

**Objective one:** To measure library service delivery quality using SERVQUAL Delta State Polytechnic Library, Ogwashi-uku (DSPG)

The data in Table 2 are intended to achieve this objective.

LIS professionals must understand how users rate various aspects of service quality in order to meet those customers' expectations (Manjunatha & Shivalingaiah, 2004; Kumar & Mahajan, 2019). For reliability, Data in table 2 reveals that respondents agree that DSPG library staff are reliable since all items on reliability except for item 3 (DSPG Library provide the right services at the right time were agreed upon) were rated either high or very high. For responsiveness, "DSPG library is always willing to help library users when facing difficulties in information searching and retrieval," and "Librarians have the skills necessary to address user concerns" fell within the zone of acceptance ( $\bar{x}$ =3.00). However, respondents could not affirm that Librarians in the DSPG library are accessible around the clock to help patrons ( $\bar{x}$ =2.07, Std=.987) and deliver timely services to users ( $\bar{x}$ =2.12, Std=.907) as their mean score fell below the criterion mean of this study. This may be because library users are now aware of the services. For instance,

many of the survey respondents in Dee and Stanley's (2005) research needed to be made aware that librarians at the university health library offered sessions on conducting effective Internet searches for information relevant to their professional or academic pursuits. Nonetheless, all service quality for assurance was significant as respondents rated them as either very high or rate. It could be implied, therefore, that DSPG Library staff give confidence to users about their information needs and treat people of all demographics with respect. It was also found that Users have faith in librarians' guidance abilities, and Library staff members are always happy to assist customers. This finding agrees with Ahmed & Shoeb's (2009) results as they found that the university library they surveyed assured users of the protection of their personal information, amongst other things.

Furthermore, the items "DSPG library staff always give you attention before, during, and after library use" and "DSPG library staff have library users' best interests at heart" fell below the zone of acceptance, suggesting that certain aspects of empathy as service quality is not perceived to be effective by library users. However, respondents claimed that DSPG library staffs attend to them in a caring and professional fashion. ( $\bar{x}$ =3.31, Std=.729) Furthermore, the DSPG library staff always understands their needs ( $\bar{x}$ =3.31, Std=.855). This finding contradicts Almeida & Tidal (2022), who found that empathy was the most significant SERVQUAL construct in libraries. Empathy-based services to revolutionize library operations and settings are vital in this century. One should "learn to comprehend and interpret other people's through structures and wants," as Birdi et al. (2009) stated, which is relevant to information supply since it puts the librarian

**Table 2: Measurement of DSPG library service delivery quality using SERVQUAL (n=252)**

<b>Variables</b>	<b>Mean</b>	<b>Std.</b>	<b>Decision</b>
<b>Reliability</b>			
1. DSPG Library provide Library and information services as Promise.	3.00	.764	Very High
2. DSPG Library is dependable in managing your service-related problems.	3.26	.715	High
3. DSPG Library provide the right services at the right time.	2.07	1.085	Low
4. There are no hidden charges in DSPG Library.	3.82	1.138	Very High
5. When it is time, the doors of the DSPG library are open to readers.	3.56	.715	Very High
<b>Responsiveness</b>			
6. Librarians in the DSPG library are accessible around the clock to help patrons.	2.07	.987	Low
7 DSPG Library staff delivers timely services to you.	2.12	.907	Low
8. DSPG libraries are always willing to help library users when facing difficulties in information searching and retrieval	3.02	.964	Very High
9. Librarians have the skills necessary to address user concerns.	2.71	.696	High
<b>Assurance</b>			
10. DSPG Library staff assure the user's private data security.	2.78	.696	High
11. Staff members at the Library treat people of all demographics with respect.	3.00	.696	Very High
12. Users have faith in librarians' guidance abilities.	2.55	.729	High
13. Library staff members are always happy to assist customers.	2.53	.729	High
<b>Empathy</b>			
14. DSPG library staff always give you attention before, during, and after library use.	2.81	.764	Low
15. DSPG library staff attend to you in a caring and professional fashion.	3.31	.729	High
16. DSPG library staff have library users' best interests at heart.	2.26	.864	Low
17. DSP library staff always understands your needs.	3.31	.855	High
<b>Tangibles</b>			
18. The working hours of the DSPG library are convenient for you.	2.31	.729	Very low
19. The Library provides up-to-date, user-friendly resources that make finding what you need a snap.	2.01	.875	Low
20. The facilities of the DSPG library are attractive.	2.26	.715	Low
21 Library staff in DSPG library is neat and dressed professionally.	3.26	.900	Very High
22. Most of the electronic materials you need for your coursework can be found in the DSPG library.	3.12	.847	Very High

Criterion mean: 3.00

in a better position to react to a variety of inquiries types appropriately.

Table 2 showed that only two of the five items fell above the zone of acceptance for tangibles. DSPG library may need to improve their tangibles as it was found that the working hours of DSPG library are not convenient for users, the Library does not provide up-to-date, user-friendly resources that make finding what users need a snap; and the facilities of DSPG library are not attractive. These findings contradict those of certain previous studies. For example, similar library studies on Service quality were conducted by Herbert; studies on special libraries were conducted by White (as cited in Johari & Zainab, 2007); and studies on academic libraries were conducted by Edward & Browne (1995), Ahmed & Shoeb (2009). Based on their research, they concluded that the provided services fell below their customers' expectations. Data indicated that although some respondents favored tangibility, certainty, or empathy, dependability and responsiveness were the most highly appreciated characteristics.

**Objective two:** To determine the library service delivery qualities that predict users' revisit intentions, five hypotheses were formulated to help achieve this objective. Table hypotheses were tested, analyzed and presented in Tables 3, 4, 5, 6 and 7. Logistic regression analysis was used to test all five hypotheses. Logistic regression is a statistical method for predicting the likelihood that library users will either revisit or not revisit the library based on the service quality they received in the Library during their use (Hess & Hess, 2019). Logistic regression predicts library users' intentions to revisit the Library surveyed. In addition to estimating the connection between a dependent variable and one or more independent factors, logistic regression predicts a categorical variable instead of a continuous variable (Mood, 2009). The categorical dependent variable is "Do you intend to revisit the DSPG library?" Which was measured with "yes," "no," and "not sure." The test met all the assumptions of the logistic regression.

**Table 3: Reliability of a library and users' intentions to revisit the DSPG Library**

<b>Model summary</b>				
Step	-2 Log likelihood	Cox & Snell R Square	Nagelkerke R Square	R
1	112.419 <sup>a</sup>	.511	.738	
<b>Omnibus Tests of Model Coefficients</b>				
		Chi-square	Df	Sig.
Step 1	Step	173.123	6	.000
	Block	173.123	6	.000
	Model	173.123	6	.000
<b>Overall percentage</b>				85.5

Participants' probability of returning to the Library was analyzed using logistic regression to investigate the influence of participants' perceptions of the reliability of the quality of library services. In a statistical

sense, the logistic regression model was a good fit for the data  $\chi^2(6) = 173.123, p = .000$ . The model successfully identified 85.5% of instances and explained 73.5% (Nagelkerke R<sup>2</sup>) of the variation in revisit

intent. Users who felt they could rely on the Library's service were more inclined to return. Therefore, the null hypothesis "Reliability of a library will not influence users' intentions to revisit DSPG library is rejected." Similarly, Soleimani and

Einolahzadeh (2018) discovered that reliable service quality significantly affects client loyalty and desire to return and that there is a direct, positive association between user loyalty and word-of-mouth.

**Table 4: Responsiveness of library staff and users' intentions to revisit the DSPG Library**

<b>Model summary</b>					
Step	-2 Log likelihood	Log Cox & Snell R Square	Nagelkerke Square	R	
1	212.389 <sup>a</sup>	.261	.377		
Omnibus Tests of Model Coefficients					
		Chi-square	Df	Sig.	
Step 1	Step	73.153	4	.000	
	Block	73.153	4	.000	
	Model	73.153	4	.000	
Overall percentage				80.6	

Logistic regression was conducted to determine the impact of library staff responsiveness on the probability that users would return to the Library. Statistically, the logistic regression model was significant,  $\chi^2(4) = 73.153, p = .000$ . The model accounted for 37% (Nagelkerke R<sup>2</sup>) of the variation in intentions to return and adequately identified 80% of instances. Library users who believed that library staff was responsive

were more likely to revisit the Library. Thus, the responsiveness of library staff will influence users' intentions to revisit the DSPG library. These findings are somewhat similar to those of Tan et al. (2017), Kiran (2010) and (Jayasundara et al., 2010), as they found that responsiveness will influence users' satisfaction and revisit intention in the long run.

**Table 5: Assurance and users' intentions to revisit the DSPG Library**

<b>Model summary</b>					
Step	-2 Log likelihood	Cox & Snell R Square	Nagelkerke Square	R	
1	250.856 <sup>a</sup>	.134	.193		
Omnibus Tests of Model Coefficients					
		Chi-square	Df	Sig.	
Step 1	Step	34.686	2	.000	
	Block	34.686	2	.000	
	Model	34.686	2	.000	
Overall percentage				64.9	

The logistic regression model was statistically significant at  $\chi^2(4) = 34.686,$

$p = .000$ . The model accurately predicted return intentions to the Library in 64.9% of

cases, accounting for 19.3% of the variance (Nagelkerke R<sup>2</sup>). Customers who have confidence in the Library and its resources are more likely to return. Therefore, we reject the null hypothesis three: Assurance will not influence users' intentions to revisit the DSPG library. This discovery goes against the work of Tan et al. (2017). They found that assurance was determined to have no impact on library patrons' satisfaction

levels or service quality. Gam (2020) countered by arguing that assurances improve users' satisfaction and, by extension, their likelihood of revisiting the Library. Nonetheless, despite the disparity in results, customer satisfaction inevitably plays a significant role in library users' revisit intentions. Further research, however, may be required in this regard.

**Table 6: Empathy and users' intentions to revisit the DSPG Library**

<b>Model summary</b>				
Step	-2 Log likelihood	Cox & Snell R Square	Nagelkerke Square	R
1	245.220 <sup>a</sup>	.153	.222	
Omnibus Tests of Model Coefficients				
		Chi-square	Df	Sig.
Step 1	Step	40.322	3	.000
	Block	40.322	3	.000
	Model	40.322	3	.000
Overall Percentage				64.9

Logistic regression was conducted to determine the impact of empathy on the probability that users would return to the Library. Statistically, the logistic regression model was significant,  $\chi^2(4) = 73.153$ ,  $p = .000$ . The model accounted for 22.2% (Nagelkerke R<sup>2</sup>) of the variation in library users' intentions to return to the Library and correctly identified 64.9% of instances. It could be implied that empathy will significantly affect library users' intentions to revisit the Library. Unfortunately, empathy as service quality in the DSPG library has not been perceived as very

satisfactory as in similar studies like those of Bodaghi, Cheong, & Zainab (2016). Bodaghi, Cheong, & Zainab, explored librarians' empathy towards visually impaired library users and discovered that librarians gave them a sense of belonging. By being friendly and approachable, librarians helped patrons feel welcome and part of the community (Bodaghi, Cheong, Zainab, et al., 2016). According to Lee et al. (2011), service organizations like libraries have always benefited from learning about their patrons' opinions on the quality of care they get.

**Table 6: Tangibles and users' intentions to revisit the DSPG Library**

<b>Model summary</b>				
Step	-2 Log likelihood	Cox & Snell R Square	Nagelkerke Square	R
1	228.643 <sup>a</sup>	.210	.302	
Omnibus Tests of Model Coefficients				
		Chi-square	Df	Sig.

Step 1	Step	56.898	5	.000
	Block	56.898	5	.000
	Model	56.898	5	.000

A logistic model studied the effect of library amenities and tangibles on patrons' return propensity. The logistic regression model achieved statistical significance ( $\chi^2(5) = 56.898, p=.000$ ). The model correctly detected 74.9% of cases, accounting for 30.2% of the Nagelkerke R<sup>2</sup> variance in library customers' intentions to return to the Library. The null hypothesis: "Tangibles in DSPG library will not influence users' intentions to revisit," is rejected. The direct impact of tangible features of service delivery on post-visit intentions is more significant than that of intangible aspects (Banwet & Datta, 2020).

### Conclusion

The study has established that innovative library service qualities predict intention to revisit Delta state Polytechnic Ogwashi-uku. Library users who are assured and perceive library service as reliable, responsive, empathic, and tangible are more likely to revisit the Library. According to the findings, this research may assist library managers in identifying the service aspects that need enhancement to boost the likelihood of future library visits. Regarding the results, the independent factors of perceived service quality directly affect users' intention to return. Moreover, perceived reliability as a service quality positively affects library users' intentions to return, while assurance and empathy have the slightest positive influence.

1. Management-wise, libraries should look closely at the services they provide from the consumers' point of view, then rethink how those services are given and in what settings. Delivering exceptional service is crucial to retaining loyal customers and attracting new ones.

2. Reliable online reference service is essential for the DSPG Library. Library patrons may now ask a librarian a question and receive an answer using the Library's online virtual reference service regardless of the time. This will help the Library provide the right services at the right time.
3. Librarians may assist with information searches. As information experts, librarians are uniquely positioned to propose trustworthy websites and assess the quality of the material found there. This allows users to obtain information that they can trust.
4. Since it was found that library staff only sometimes gives users the required attention and have library users' best interests at heart, it is recommended that continuous training of librarians must be done to help them deal with library users more desirably.

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