



Library Aesthetics and Librarians' Service Delivery in Federal University Libraries in the Niger Delta Region, Nigeria

OGO Emuejevoke Paul¹ & OKWU Emmanuel (Dr.)²

Ph.D Researcher, Department of Library & Information Science, Ignatius Ajuru University of Education, Rumuolumeni, Rivers State¹

Lecturer, Department of Library & Information Science, Ignatius Ajuru University of Education, Rumuolumeni, Rivers State²

ogo.paul@fupre.edu.ng¹ emmanuel.okwu@iaue.edu.ng²

Abstract

The study examined the relationship between library aesthetics and librarians' service delivery in federal university libraries in the Niger Delta Region, Nigeria. Specifically, the study seeks to ascertain the quality level of library aesthetics, assess the level of service delivery among librarians, and examine the relationship between library aesthetics and librarians' service delivery in federal university libraries in the Niger Delta Region, Nigeria. Three research questions were formulated in line with the specific objectives to guide the study. The study employed the correlational research design. The population of the study comprised 199 librarians drawn from nine (9) federal university libraries, one in each of the states in the Niger Delta Region of Nigeria. The total enumeration sampling technique was employed. The instrument for data collection was a questionnaire titled "Library Aesthetics and Librarians' Service Delivery Questionnaire" (LALSDQ), which was subjected to a trial test to ensure reliability, and analyzed with the use of Pearson Product-Moment Correlation, yielding a coefficient index of 0.78, showing a high reliability level. 199 copies of the questionnaire were distributed to librarians who are staff in federal university libraries in the Niger Delta Region, Nigeria, face to face, out of which 183(92%) were retrieved and found usable for the study. The data collected were analysed using weighted mean and Pearson's Product-Moment Correlation (PPMC). The findings revealed that both the quality of library aesthetics and the level of librarians' service delivery in federal university libraries in the Niger Delta Region, Nigeria, are high. It also showed a very strong positive relationship between library aesthetics and librarians' service delivery. The findings highlight the importance of the visual outlook of the library environment in influencing the level of effectiveness of librarians' service delivery within the university library settings. The study recommended, among others, that management of university libraries should recognise and prioritise library aesthetics as a key environmental factor essential for creating a conducive and inspiring atmosphere for both library staff and students.

Keywords: Librarians, Library Aesthetics, Library Services, Service Delivery, University Library.

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Introduction

University libraries play a vital role in institutions of higher learning, serving as a key source of information resources and services that support research, teaching, and learning. Mmadu (2023) described university libraries as a source of everything, without a replacement if learning is the primary goal of education. This is because they satisfy students' and scholars' intellectual curiosity by providing information resources in a variety of formats that promote reading for pleasure and self-discovery. This they achieve through the provision of a variety of services both within and outside the library, with the sole aim of satisfying the information needs of the user community. Oladipo and Soyemi (2021) defined library services as activities engaged by sub-units in university libraries, which comprise circulation/reader services, cataloguing services, reference/serial services, acquisition services, reprographic services, awareness services, ICT services, provision of instructions on access and use of library materials designed to meet the information needs and demands of their users, while aligning with the institution's goals in the areas of teaching, learning, and research. This suggests that the success of library service delivery depends on the library's capacity to satisfy the identified information needs of the users who comprise the university community while advancing learning, teaching, and research, which is the university's goal.

The main goal of library services, as indicated by Yuliana and Ifadah (2022), is to guarantee that patrons have sufficient access to and use the information resources that are available to them, with user happiness being of the utmost significance. This means that the quality of a library's service delivery is hinged on the level of patronage and user feedback, resulting from their direct or indirect use of the library's services or resources. Service delivery in university libraries, according to Oden and Owolabi (2021), refers to the library's capacity to provide patrons' information needs at the moment of request to enhance their experience. It is also seen as the library's ability to quickly provide users with the information they require. Zhang et al. (2021) suggested that the quality of library service delivery is influenced not only by the accessibility to resources but also by the appeal and convenience of the library setting where these services are offered. It also includes providing an environment that encourages intellectual curiosity, engagement, and contentment among its diverse patrons. One effective way to achieve these objectives is by enhancing the appearance and overall appeal of the library environment, which includes its building design, interior layout, and facilities, a concept commonly referred to as library aesthetics.

Uwakwe and Iwuchukwu (2023) described a university library as a favourable academic learning environment with an aesthetically beautiful outlook and desirable library resources that can attract users' attention and patronage. Aesthetics continues to be an important component of user perception, satisfaction, and library usage within the wide range of environmental factors influencing service delivery. Construo (2025) referred to aesthetics as the visual appeal and attractiveness of a library's interior design and physical structure, which includes components like

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shape, colour, texture, materials, and general appearance, which extends beyond mere decoration to include the ability of the physical environment to inspire, comfort, and motivate users to engage with available resources. Therefore, Esan and Ifijeh (2023) posited that aesthetically pleasing libraries foster trust, relaxation, and comfort, which in turn encourage consistent patronage and enhance the effectiveness of service delivery.

The library's aesthetic outlook or visual appeal greatly influences how its patrons experience their overall perception, giving them a sense of comfort or discomfort depending on their view of the library design. Uwakwe and Iwuchukwu (2023) emphasised that the atmosphere and appearance of university libraries significantly influence students' willingness to visit and engage in leisure or academic reading. A library with a pleasant environment is more likely to draw in users, while an unattractive or poorly maintained facility may discourage patronage regardless of the resources available. Thus, aesthetics contributes directly to the achievement of library goals by sustaining interest and use, which are vital indicators of effective service delivery. In addition to influencing users, aesthetics also impacts librarians as service providers. Librarians' performance, morale, and productivity are tied to their work environment, which includes the physical appeal of their workspace. Badmus and Ogunlana (2020) noted that while a gloomy or unattractive space can decrease excitement and lower service quality among librarians, a cheerful, aesthetically pleasing setting would inspire and improve their capacity to provide services effectively.

Kemboi et al. (2021) cited in Mmadu (2023), reported that educators and learners in underdeveloped countries are increasingly choosing their own digital devices for research and learning, frequently considering libraries to be obsolete. University libraries must therefore reclaim their relevance by designing visually appealing environments that not only draw users but also successfully compete with emerging digital alternatives. A University library can be adjudged to be a favourable academic learning environment that can draw users' attention and patronage when it is visually appealing and conducive. Naturally, in a setting where the aforementioned are absent, the opposite occurs. Since use is influenced by attraction or interest and nature always follows where it is drawn, the rate at which students are drawn to the library is an excellent indication of how conducive the environment is (Uwakwe & Iwuchukwu, 2023).

In an effort to improve the library environment, sustain user engagement, and promote long-term development, Kolawole and Oladokun (2025) reported that many libraries worldwide are adopting green methods to create sustainable and eco-friendly facilities. Green libraries are designed to minimise water and energy consumption, reduce their overall environmental impact, and enhance both the aesthetics and usability of library spaces. Therefore, to address and provide insight into how the physical appeal of libraries affects both user patronage and librarians' service delivery in meeting the core objectives of teaching, learning, and research support, it is important to look into the relationship between library aesthetics and librarians' service delivery in university libraries within the Niger Delta Region.

Statement of the Problem

The primary goal of any university library is to make available information services that would help in providing the necessary information that will satisfy the teaching, learning, and research needs of the university's immediate community. However, preliminary studies and observations by the researchers seem to suggest that despite the availability of qualified librarians and diverse print and digital resources, university libraries still fall short in delivering quality services that meet users' information needs. A major area of concern is the library environment, which, among others, suggests that poor aesthetics, such as inadequate visual appeal, lack of proper design, among others negatively affect both librarians' efficiency and users' satisfaction. Findings seem to indicate that many public university libraries present an unappealing and visually deficient physical environment that discourages prolonged use and reduces user patronage, which is the major parameter for measuring service delivery. This raises the question of whether the consistently poor quality of service provided by university libraries is due more to the lack of an attractive and comfortable library environment than to the skill of the librarians or the resources available.

Objectives of the Study

The study examined the relationship between library aesthetics and librarians' service delivery in federal university libraries in the Niger Delta region, Nigeria. Specifically, the objectives of the study are to;

1. ascertain the quality level of library aesthetics in federal university libraries in the Niger Delta Region, Nigeria
2. assess the level of service delivery among librarians in federal university libraries in the Niger Delta Region, Nigeria
3. examine the relationship between library aesthetics and librarians' service delivery in federal university libraries in the Niger Delta Region, Nigeria.

Research Questions

The following research questions were raised to guide the study;

1. What is the quality level of library aesthetics in federal university libraries in the Niger Delta Region, Nigeria?
2. What is the level of service delivery among librarians in federal university libraries in the Niger Delta Region, Nigeria?
3. What is the relationship between library aesthetics and librarians' service delivery in federal university libraries in the Niger Delta Region, Nigeria?

Literature Review

Overview of University Library Aesthetics

Brielmann and Pelli (2018) described aesthetics as a comprehensive concept encompassing the perception, creation, and appreciation of art, as well as experiences with objects and environments that evoke strong emotional reactions often associated with pleasure. Consequently, aesthetics constitutes a vital aspect of architectural design and construction, as they shape how

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individuals see and interact with built environments. Within the library context, Udo and Ben (2022) defined library building aesthetics as the beauty of the library environment, with special attention to the landscaping, lighting, ventilation, and other features that make the library visually appealing. The authors further noted that aesthetics contributes to the identity and personality of the library and is communicated through elements like exterior signage, well-maintained grounds, plenty of parking spaces, good learning areas, and landscaping.

Ibrahim and Sakiyo (2015) described aesthetic facilities as the features within academic libraries that enhance the visual appeal and attractiveness of both the indoor and outdoor environment, creating a more inviting and user-friendly atmosphere. In a related view, Usuka et al. (2019) emphasised that library aesthetics encompass the overall design and visual charm of a library, integrating elements such as decoration, colour schemes, signage, spatial layout, furniture arrangement, artworks, landscaping, lighting, and ventilation. Consequently, these components represent the architectural and environmental qualities that elevate users' experiences, making library use not only functional but also pleasant and memorable. Library aesthetics, therefore, describes the visual quality of the different environmental factors and facilities within the library, which can help to ensure a conducive and attractive atmosphere for both staff and users of the library.

Quality Level of University Library Aesthetics

The aesthetic quality and visual appeal of a library have increasingly become integral to its marketing strategy, serving as a key factor that attracts and sustains user patronage rather than relying solely on the traditional services offered (Bakrin & Bakare-Fatungas, 2024). Library building aesthetics, as described by Udo and Ben (2022), encompass the overall beauty of the library environment, particularly elements such as landscaping, lighting, ventilation, and other design features that enhance visual appeal. In this regard, aesthetics plays a crucial role in shaping the library's identity and character, which are reflected through features like clear exterior signage, well-kept surroundings, ample parking spaces, conducive learning areas, and thoughtfully designed landscaping. Recognising its significance, Esan and Ifijeh (2023) emphasised the need for librarians to continuously enhance the resources, services, and facilities that contribute to the library's attractiveness and relevance, particularly in an era characterised by rapid information growth, which points to the view that improving the appearance and functionality of library spaces is a vital step toward achieving this goal. Zhang et al. (2021) noted that while academic libraries deliver diverse information services through various resources, the mere provision of these materials is no longer adequate to meet users' expectations or motivate continued patronage.

Oyewumi et al. (2017) examined library aesthetics and environmental conditions as motivating factors for reading and reported that many users expressed dissatisfaction with the poor aesthetic and environmental quality of state university libraries in South-West Nigeria, which rendered these libraries unattractive and diminished user engagement. Similarly, Badmus and Ogunlana (2020) noted that the work environment in many federal university libraries remains unstable and substandard, largely due to inadequate architectural design and poor spatial layout,

factors that adversely affect staff productivity, job satisfaction, and the overall quality of service delivery. These findings collectively highlight the critical need for improved library aesthetics to enhance both user experience and employee performance. There is without doubt that the visual outlook of the library, both within and outside the library, represents a very important ingredient for attracting users and sustaining their patronage. Bakrin and Bakare-Fatungas (2024), however, observed that, although library aesthetics has long been recognized as a fundamental value in libraries across more developed nations, it remains a relatively emerging concept within many developing West African countries, including Nigeria.

Level of Librarians' Service Delivery in University Libraries

In the contemporary information age, where there is massive growth of knowledge and rapid technological advancement, the role of librarians has evolved dramatically. Modern librarians are no longer confined to the traditional perception of being silent custodians of books; rather, they have become dynamic knowledge facilitators, information mediators, and critical links between users and diverse information resources (Thirupathi, 2024). According to Oden and Owolabi (2021), service delivery in university libraries refers to the institution's ability to meet patrons' information needs promptly and effectively, thereby enhancing their overall library experience. Similarly, Swamy et al. (2024) emphasised that librarians' service delivery now encompasses a broad spectrum of responsibilities extending beyond the physical library space, including community engagement, digital resource management, and user-focused initiatives. This shift highlights a growing recognition of the library as a living, adaptive institution that responds actively to users' evolving needs rather than merely serving as a repository of materials. Effective library service delivery, therefore, depends on librarians' ability to anticipate, interpret, and respond to changing user expectations, providing seamless access to both print and digital resources within an environment conducive to learning, research, and collaboration.

Librarians play a critical role in determining the quality of library services, irrespective of the volume or type of resources available. The efficiency and creativity with which librarians utilize available resources often serve as the standard for assessing library performance and user satisfaction. Empirical studies have sought to evaluate the level of librarians' service delivery across various university libraries, revealing differing degrees of effectiveness. For instance, Oden and Owolabi (2021), in their study on staff attitudes and service delivery in university libraries in Ogun State, Nigeria, reported that librarians provide quality services to a high extent. This aligns with the findings of Chukwujindu et al. (2024), who examined the relationship between librarians' attitudes, work environment, and service delivery in academic libraries in Delta State, Nigeria, and concluded that service delivery levels in those libraries were also significantly high. These findings have helped to highlight the understanding that the competence, attitude, and adaptability of librarians remain important to effective service delivery in university libraries, especially where the information needs of users are dynamic and require an equally innovative librarian/library to satisfy them.

Relationship Between Library Aesthetics and Librarians' Service Delivery in University Libraries

University libraries in Nigeria offer a wide variety of information and support services designed to enhance the teaching, learning, and research activities of their parent institutions. These services typically include internet access, interlibrary loan arrangements, photocopying services, current awareness services, selective dissemination of information, and other forms of user assistance that collectively contribute to the academic success of students and staff (Ullah et al., 2023). Through these initiatives, university libraries aim to promote scholarly productivity and institutional development. However, in recent times, the mere availability of library services and information resources has proven insufficient to fully meet users' expectations or to encourage consistent library patronage. This is because library users today seek not only access to information but also an environment that is comfortable, inspiring, and aesthetically pleasing. Udo and Ben (2022) observed that environmental factors, particularly the aesthetic quality of library spaces, significantly affect the extent to which students utilise the University of Uyo Library. This would suggest that the state of the physical environment, such as the design, lighting, colour schemes, furniture arrangement, and general ambience of the library, would affect users' perception and experiences within the library.

The level of patronage in any university library is a direct reflection of the effectiveness and quality of the services it provides. A university library that is both functionally efficient and visually appealing tends to attract more users and foster a stronger sense of belonging among them. In support of this view, Bakrin and Bakare-Fatungas (2024) emphasised that the aesthetic appeal or beauty of the library, beyond the traditional services offered, has become a strategic element in modern library marketing. They argued that visual attractiveness expressed through thoughtful design, appealing décor, and a welcoming atmosphere serves as a key motivator for library use and sustained patronage. Findings by Fasola (2023), who conducted a study on aesthetics and user patronage in two university libraries in Oyo State, Nigeria revealed that there is a strong relationship between library aesthetics and user patronage. It is recommended that university management should always consult librarians and specialists when library buildings are to be constructed ensure that adequate aesthetics, both internal and external would be put in place to capture users' interest. Also, Esan and Ifijeh (2023), who assessed library building aesthetics and functionality as a panacea to low patronage of university libraries, reported that library building aesthetics and functionality will positively influence library patronage.

Similarly, a study by Oyewumi et al. (2017) on library aesthetics and environmental conditions as motivating factors for reading, revealed that postgraduate students are not satisfied with the aesthetic interior of the library. It further revealed that library aesthetics motivate library usage, showing a correlation between library aesthetics and library usage. These viewpoints suggest a significant change in academic library administration: the quality of the user experience, which is greatly impacted by the physical attributes of the library, is now more important than the quantity or variety of information resources available.

Methodology

This study adopts a correlational research design approach. Tan (2014) opined that a correlational research design is for the purpose of ascertaining relationships between two or more variables. Hence, it is considered suitable, as the study seeks to establish the relationship between library aesthetics and librarians' service delivery in federal university libraries in the Niger Delta Region, Nigeria. The population of the study is 199 librarians in nine federal university libraries; one in each of the states in the Niger Delta Region, Nigeria. The university libraries are University of Uyo Library, Akwa-Ibom State, Federal University Library, Otuoke, Bayelsa State, University of Calabar Library, Cross River State, Federal University of Petroleum Resources Library, Effurun, Delta State, John Harris Library, University of Benin, Benin City, Edo State, Donald E.U. Ekong Library, University of Port Harcourt, Rivers State, Michael Okpara University of Agriculture Library, Umudike, Abia State, Federal University of Technology Library, Owerri, Imo State and Albert Ilemobade Library, Federal University of Technology Library, Akure, Ondo State. The study employed the total enumeration sampling technique by using the 199 librarians who make up the population as its sample size, because of the small and manageable size of the population. This conforms with the guidelines by Baxter and Babbie (2004), that if a population is small and manageable, the entire population can be used for the study. The instrument of data collection for the study was a self-structured questionnaire titled "Library Aesthetics and Librarians' Service Delivery Questionnaire," which was validated by professionals in the field of Library and Information Science and Educational Management and Foundations. To ascertain and establish the reliability of the research instrument, the test-retest method was employed. The researcher administered 30 copies of the questionnaire to the librarians of the Delta State University library, Abraka, twice, giving them two weeks after the first administration. The data generated from this pilot test were analysed using Pearson's Product-Moment Correlation Coefficient (r), which yielded an output of $r = 0.82$. From the 199 copies of the questionnaire distributed, only 183 were returned and found usable, representing a 92% response rate. The data generated from the respondents' responses were analysed using descriptive and inferential statistical tools. While the descriptive statistical tools such as the mean and standard deviation were used to analyse research questions one and two, the Pearson Product-Moment Correlation Coefficient (r) was used to analyse research question three at a 0.05 significance level.

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Findings

Research Question One: What is the quality level of library aesthetics in federal university libraries in the Niger Delta Region, Nigeria?

Table 1: Quality Level of Library Aesthetics in Federal University Libraries

S/N	Statement on Quality Level of Library Aesthetics	VHL	HL	LL	VLL	\bar{x}	St.d
1	The library has an appealing interior design	56	58	60	9	2.89	0.90
2	The library's outdoor environment is attractive	82	61	29	11	3.18	0.89
3	The library is designed to make users comfortable	68	87	19	9	3.18	0.80
4	It has an eco-friendly decor using green design	60	91	22	10	3.12	0.79
5	The library furniture is beautiful	73	83	17	10	3.22	0.79
6	The library has beautiful landscaping	75	81	9	18	3.19	0.87
7	The library's color schemes, décor create a pleasant atmosphere	63	74	39	7	3.07	0.84
8	The general ambience of the library is encouraging	76	61	29	17	3.09	0.95
9	The library signage is designed clearly	87	69	17	10	3.30	0.82
N = 183, Criterion Mean = 2.50, Aggregate Mean = 3.14 St.d = 0.85							

The data in Table 1 show that the aggregate mean of 3.14 which is higher than the criterion mean of 2.50, implying that the quality level of library aesthetics in federal university libraries in the Niger Delta Region, Nigeria, is high.

Specifically, it indicates the interior design ($\bar{x}=2.89$, St.d = 0.90) is considered appealing, while the outdoor environment and overall user comfort (both $\bar{x}=3.18$, St.d =0.89) reflect attractive and accommodating spaces. Eco-friendly décor ($\bar{x}=3.12$, St.d=0.79), furniture ($\bar{x}=3.22$, St.d =0.79), and landscaping ($\bar{x}=3.19$, St.d =0.87) contribute significantly to the visual appeal and comfort of the library. The color schemes and décor ($\bar{x}=3.07$, St.d = 0.84) and general ambience ($\bar{x}=3.09$, St.d =0.95) are seen to reflect a pleasant and conducive environment, while library signage received the highest score ($\bar{x}=3.30$, St.d =0.82), indicating its effectiveness in guiding users. Overall, the findings suggest that both interior and exterior design, furnishings, landscaping, décor, and signage collectively elevate the aesthetic quality, making the library environment welcoming, comfortable, and user-friendly. In all, the quality of the library environment is adjudged to be aesthetically pleasing and will positively affect the level of service delivery among librarians in university libraries.

Research Question Two: What is the level of librarians' service delivery in federal university libraries in the Niger Delta Region, Nigeria?

Table 2: Level of Librarians' Service Delivery

Table 2: Level of Librarians' Service Delivery

S/N	Statement on the Level of Librarians' Service Delivery	VHL	HL	LL	VLL	\bar{x}	St.d
1	I am always available to assist users in accessing the library's resources	95	61	17	10	3.32	0.86
2	I respond promptly to users' queries in search of information	100	64	10	9	3.38	0.82
3	I effectively promote library services with different signage	81	76	16	10	3.25	0.83
4	I ensure an environment where users study without distraction	86	78	10	9	3.31	0.8
5	I comfortably spend a long time attending to users' needs in the library	75	83	16	9	3.22	0.8
6	I provide personalized services for users	70	86	17	10	3.18	0.81
7	I create an atmosphere that enhances users' learning experience	89	68	17	9	3.28	0.85
8	I help maintain a beautiful library interior to keep users coming back	73	82	17	11	3.18	0.84
9	I apply the green library initiative to attract users	85	67	24	7	3.25	0.84
10	I motivate users to conduct research using the library resources	104	63	8	8	3.43	0.79
N = 183,		Criterion Mean = 2.50,		Aggregate Mean = 3.28		St.d = 0.82	

The data in Table 2 shows the level of librarians' service delivery with an aggregate mean of 3.28, which is above the criterion mean of 2.50. This indicates that, on average, librarians' level of service delivery in federal university libraries in the Niger Delta Region, Nigeria, is high.

The findings suggest that librarians are consistently available to assist users ($\bar{x}=3.32$, St.d =0.86) and promptly respond to queries ($\bar{x}=3.38$, St.d=0.82), ensuring timely access to information. They also effectively promote library services through signage ($\bar{x}=3.25$, St.d =) and maintain an environment conducive to undistracted study ($\bar{x}=3.31$, St.d =0.81). Respondents reported that librarians can spend extended periods attending to users' needs ($\bar{x}=3.22$, St.d =0.80) and provide personalized services ($\bar{x}=3.18$, St.d =0.81), fostering a supportive and engaging environment. Efforts to enhance users' learning experience ($\bar{x}=3.28$, St.d =0.85) and maintain a visually appealing library interior ($\bar{x}=3.18$, St.d =0.84) further contribute to user satisfaction and repeat visits. The application of green initiatives ($\bar{x}=3.25$, St.d =0.84) helps attract users, while librarians also play an active role in motivating users to conduct research using library resources ($\bar{x}=3.43$, St.d =0.79), which received the highest mean score.

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Research Question Three: What is the relationship between library aesthetics and librarians' service delivery?

Table 3: Pearson Product-Moment Correlation Coefficient (r) Analysis of the Relationship Between Library Aesthetics and Librarians' Service Delivery

		Library Aesthetics	Librarians' Service Delivery
Library Aesthetics	Pearson Correlation	1	.810**
	Sig. (2-tailed)		.000
	N	183	183
Librarians' Service Delivery	Pearson Correlation	.810**	1
	Sig. (2-tailed)	.000	
	N	183	183

Data presented in Table 3 reveal the relationship between library aesthetics and librarians' service delivery. The Pearson correlation coefficient ($r = .810$, $p = .000$) indicates a very strong positive relationship between library aesthetics and librarians' service delivery. This suggests that as the quality of the library's aesthetics improves, librarians' service delivery also significantly improves. The significant p-value (.000) confirms that this relationship is statistically meaningful between library aesthetics and librarians' service delivery in federal university libraries in the Niger Delta Region, Nigeria.

Discussion of Findings

The findings from research question one revealed that the quality level of library aesthetics in federal university libraries in the Niger Delta Region, Nigeria, is high. This implies that library signage, beautiful and ergonomic furniture, and beautiful vegetation, among others, create a comfortable atmosphere that enhances user engagement, encouraging librarians to spend more time at work, and potentially increasing their productivity. This is against the findings of Badmus and Ogunlana (2020), who reported that the work environment in most federal institution libraries is chancy and feeble, due to a poorly designed layout. However, it conforms with the findings of Fasola (2023), who studied aesthetics and user patronage in two university libraries in Oyo State, Nigeria, and reported that the library aesthetics in the libraries are good.

Also, the findings from research question two revealed that the level of librarians' service delivery in federal university libraries in the Niger Delta Region, Nigeria, is high. This finding is consistent with that of Oden and Owolabi (2021), who investigated staff attitudes and service delivery in university libraries and reported that librarians deliver quality services to users in university libraries in Ogun State, Nigeria, to a high extent. This is also in line with that of Chukwujindu et al. (2024), who investigated the relationship between librarians' attitudes, work

environment, and service delivery in academic libraries in Delta State, Nigeria, and concluded that the extent of library service delivery in the libraries in Delta State is high.

Finally, the outcome of the study from research question three shows that a significant and very strong positive relationship exists between library aesthetics and librarians' service delivery in federal university libraries in the Niger Delta Region, Nigeria. This finding is in line with that of Esan and Ifijeh (2023), who reported that library building aesthetics and functionality will positively influence library patronage, a very important variable for assessing effective service delivery. This is also similar to the finding of Fasola (2023), who conducted a study on aesthetics and user patronage in two university libraries in Oyo State, Nigeria, and reported that there is a strong relationship between library aesthetics and user patronage.

Conclusion

The findings of the study revealed that both the quality of library aesthetics and the level of librarians' service delivery in federal university libraries in the Niger Delta Region, Nigeria, are high. The study also indicates a very strong positive relationship between library aesthetics and librarians' service delivery, suggesting that improvements in the visual appeal and environment of libraries are closely associated with enhanced service delivery by librarians. The findings highlight the importance of the visual outlook of the library environment in influencing the level of effectiveness of librarians' service delivery within the university library settings. Therefore, when libraries are designed with eco-friendly decorations, such as green designs, attractive colours, they become more visually appealing and comfortable for users. Such an environment not only makes the library welcoming but also encourages users to visit more often, stay longer, and make better use of the available resources, which is seen as direct evidence of quality service delivery.

Recommendations

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

1. The University library management should always consider library aesthetics as a key environmental factor by investing in the use of modern designs that create a conducive and inspiring atmosphere for both library staff and users.
2. Library management should adopt the green initiative principles by using eco-friendly materials, lighting, and energy-efficient designs to enhance the library's visual appeal.
3. Librarians should improve both the interior and exterior aesthetics of the library by using appealing colour schemes, creative decorations, that will attract users and retain their interest.

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