Benchmarking for effective services in Nigeria

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Abstract

This chapter assesses the practice of benchmarking in Nigerian libraries, with a focus on academic libraries. Participant observation, questionnaires, and focus group interviews were methods used to establish the situation. Results show that standards are not fully developed and implemented among libraries in the country. Benchmarks are hardly even mentioned. However, there is interest among university librarians in knowing more and implementing benchmarks which can improve the delivery of library services. The inadequate response to COVID-19 is a clear indication of the preparedness of libraries in the country. Prevention of dire effect of future pandemics or disruptions will require intentional preparedness. Nigerian librarians, especially the academic librarians as leaders, must take responsibility for improving on the present situation by taking advantage of their global networking. The regulatory body, Librarians' Registration Council of Nigeria, must also step up in preparing and monitoring the implementation of benchmarks in libraries.

Keywords