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LIBRARY SERVICES PROVISION DURING COVID-19 PANDEMIC IN KASHIM IBRAHIM LIBRARY, AHMADU BELLO UNIVERSITY, ZARIA

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Abstract
The research work title 'Impact of Covid-19 Pandemic towards Library Services Provision in Kashim Ibrahim Library, Ahmadu Bello University, Zaria. This research aims to examine the impact of the COVID-19 pandemic on the provision of library services at Kashim Ibrahim Library and identify areas for improvement in order to better serve the university community. The research design adopted for the study was cross-sectional survey research design. The information collected through questionnaire were organized and presented descriptively in form of frequency distribution tables and the data arisen from the distribution which is converted into percentages. The analysis and presentation of data was in the tabular form. It was find out that pandemic has forced the library to adapt and implement new measures in order to continue providing services to its users. Due to safety concerns, the library has shifted to virtual services, including online access to resources and virtual research consultations. Additionally, physical services such as borrowing and returning books have been modified to comply with social distancing measures. The pandemic has also affected the library's budget and staffing, leading to challenges in maintaining adequate resources and staffing levels. However, the library remains committed to providing quality services to its users and is continuously adapting to the changing circumstances brought on by the pandemic.

Keywords*:* Covid-19, Pandemic, Library, Services Provision, Library services, Librarians

Introduction

A pandemic is the worldwide spread of a new disease, such as a new influenza virus or the coronavirus, COVID-19. An epidemic, on the other hand, is when many more cases of a health condition occur than expected in a certain region. There have been three great world pandemics of plague recorded, in 541, 1347, and 1894 CE, each time causing devastating mortality of people and animals across nations and continents. On more than one occasion plague irrevocably changed the social and economic fabric of society (WHO, 2020) Pandemics are large-scale outbreaks of infectious disease that can greatly increase morbidity and mortality over a wide geographic area and cause significant economic, social, and political disruption. Significant policy attention has focused on the need to identify and limit emerging outbreaks that might lead to pandemics and to expand and sustain investment to build preparedness and health capacity (WHO, 2020).Coronavirus

also referred to as COVID-19 is a condition in the human body with symptoms such as fever, cough, loss of smell, and difficulty in breathing which has now become a pandemic globally. Health workers and experts on various fields are joining hands to fight the pandemic, librarians are not left behind in these fight too. In the course of this study, it is realized that libraries and librarians have been working tirelessly in supporting researchers and medical personnel with the information required to combat the surge and that librarians are relied on for genuine information regarding COVID-19 especially now that fake news peddling is the order of the day (BBC, 2020). However, with Coronavirus epidemic all over the world and with physical libraries closed it is eminent that the libraries and librarians need to device appropriate new roles so as to ensure there is free access and consumption of information for all in an easy and innovative way and at the same time enhance safety measures. Kashim Ibrahim Library (KIL) is the main University Library. The great Kashim Ibrahim Library was established in 1962, and the complex was formally opened in December 1976. The Library has a total holding of over 1.2 million volumes of books and 66,000 periodical titles (Zakari, 2021). Today, online and CD-ROM searches are a common feature among staff and students of the University. With staff strength of 42 professionals and 109 Para-professionals, 22 Senior and 102 Junior non- professional staff in the entire university library system, the library management is striving to upgrade the IT skills of the staff to enable them cope with challenges of the information age (Zakari, 2021).

Libraries are designed to collect information in various formats, organize and disseminate them to patrons; these information resources include print and non-electronic resources. The introduction of Information and Communication Technology (ICT) especially computer and the Internet in library functions has made it possible for libraries to carry out reader services remotely regardless of place, time and distance and that is why the library is in a better position to play a role in the current pandemic. Therefore, in this current pandemic, librarians need to devise a different way of collecting organizing, and disseminating factual information regarding COVID-19, bearing in mind social distancing so as to avoid physical contact. In view of the above, has this to say, in the current global pandemic, there are new ways to deliver information both real and fake; it is left for librarians to sort out the real information for their users to avoid misinformation (Pandey, N. and Pal A., 2020).

Statement of the Problem

The COVID-19 is a global pandemic announced at the end of 2019 by the World Health Organization (WHO). Furthermore, the infection is new and hardly any information about it existed prior to the pandemic, requiring researchers to work around the clock in finding out more information about it. Consequently, it has led to the adoption of strategies and measures to curb its spread and contain it, hence, affecting the normal way of life and social interactions. Some of the measures taken by states are staying home to

enhance social isolation and distancing, and to maintain overall hygiene thereby protecting one's self and other people from getting infected. Social interaction places, including libraries, have been closed in adherence to the public health measures. Libraries collect information sources and provide the resources through different channels to the public, who either needs such resources for education, information, or personal knowledge and development. The outbreak of the COVID-19 pandemic, there has been library closures around the world. Where they are not closed, the libraries are facing hard choices pertaining which services to offer and how, ranging from minimal restrictions to full closure and which Kashim Library is not left out.

However, during Covid-19 some institutions/Organizations render services which too Kashim Ibrahim Library were not excluded as result of internet the library render it services because most institution were closed in which library is not excluded and this what motivate the researcher intends to investigated on the impact of covid-19 pandemic towards provision of library services during Covid-19 pandemic period.

Research Questions

1. What type of Library services rendered during covid-19 pandemic in Kashim Ibrahim Library Ahmadu Bello University, Zaria?
2. How does the staff of Kashim Ibrahim Library Ahmadu Bello University, Zaria rendered services during Covid-19 Pandemic?
3. How satisfactory are the Library services rendered during Covid-19 in Kashim Ibrahim Library?
4. What are the challenges encountered in rendering of Library services during the Covid-19 pandemic in Kashim Ibrahim Library Ahmadu Bello University, Zaria?

Objectives of the Study

The objective is to:

1. Identify the types of Library services rendered during covid-19 pandemic in Kashim Ibrahim Library Ahmadu Bello University, Zaria
2. Determine how the staff of Kashim Ibrahim Library Ahmadu Bello University, Zaria rendered services during Covid-19 Pandemic
3. Examine how satisfactory are the Library services rendered during Covid-19 pandemic to Students in Kashim Ibrahim Library
4. Identify the challenges encountered in rendering of Library services during the Covid-19 pandemic in Kashim Ibrahim Library Ahmadu Bello University, Zaria

Review of Related Literature

The literature examines the earlier works that were carried out by researchers in area of Library services during Covid-19 Pandemic.

Library Services Provided during Covid-19 Pandemic

The novel coronavirus (COVID-19) disease presented unique challenges to all the stakeholders of education system. The sudden and unexpected outbreak of the virus forced the library professionals, to ascertain ways of working in a rapid time frame like shifting to digital platform wherever possible and to provide adequate remote services to the users.

The COVID-19 pandemic has forced governments worldwide to place their countries in full or partial lockdown to contain the spread of the virus. However, these lockdowns came with severe economic and social consequences, which has also presented unique challenges in the educational sector and has forced not just students but also policy makers and service providers including the librarians to adapt and adopt technology as a viable and valuable option to ensure fulfillment of the educational needs of the stakeholders and in overcoming various hurdles in this pandemic time. The role of libraries in public emergencies has been discussed with much attention in the past. For instance Featherstone and others have highlighted the variety of roles that librarians can play in emergency. Through telephonic and email interviews the authors recorded the stories of twenty-three North American librarians who responded to bombings and other acts of terrorism, earthquakes, epidemics, fires, floods, hurricanes, and tornados. The study reports significant contributions of the librarians towards preparedness and recovery activities of library services surrounding disasters. Zach presents an overview of public libraries' responses to emergencies and discussed how public libraries have provided essential information services during time of crisis. Yakubu A. Liman and Umar Shuaibu (2019) laments that, Provision of library services during COVID-19 pandemic Library and Information Perspectives and Research, Volume 3 Number 1, 2021 overemphasized. This is because it has become a pivot in which libraries depends around the world to provide fast and up-to-date information (Ansari, 2013). Ezeani and Eke (2011) and Ali (2020) listed some examples of the social media to include:

1. **Facebook**: Most modern libraries are popular in using Facebook because it is librarian- friendly, with many applications like JSTOR search, World Cat, and much more. Librarians can interact with users to know their information need. Libraries try to link some of these specialized library applications to Facebook. Interesting, the digital library section and the National Library of Nigeria recently open a Facebook platform to educate the general public about COVID 19. It is expected that other libraries would use this media to enlighten the public about COVID 19 pandemic.
2. **MySpace**: Libraries have taken advantage of this site to improve their presence and marketing their information services to the general public. For example, opening a site that would educate the public on COVID 19 pandemic would assist in the spread about the virus.
3. **Ning:** Libraries have also taken the benefits of Ning platform to connect to its users, library associations, and the general public. Many worlds' leading library

association like International Federation of Librarianship (IFLA), American Library Association (ALA), African library Association, and the Nigerian Library Association utilizes this platform to discuss important topical issues about COVID 19 among its members and the public.

4. **Wikis:** This is a free online encyclopaedia that gives background knowledge and definition of concepts. It offers a platform for users to access, edit and contribute to content. This is a collaborative web page for developing web content. This platform assists libraries institutions and stakeholders such as WHO, NCDC in sharing information about COVID- 19.
5. **Twitter:** This means a micro blogging application that assist to keep staff and patrons updated on daily activities, like frequently updated collections. Librarians can utilize this platform to type in short messages or status update on the daily information about COVID 19. Libraries can use this platform to give users current information on the preventive mechanism of COVID 19. Users can also send Instant Messages (IM) on complaints or ask questions on issues regarding COVID 19 and gets feedback on the spot using twitter.
6. **YouTube**: The services of utilizing You Tube platform by libraries to showcase events such as lectures, conferences and workshops on COVID-19. This is a good platform that shows health information on COVID-19 and its implications to the health of the people as part of public health awareness.
7. **Library:** outreach Services: this is types of library services carry out outside the library door to the library community.

Role of Librarians during Covid-19 Pandemic

When all public places were announced to be closed for the indefinite time, the libraries were also shut down in hustle. As the library employees had no prior intimation about the temporary but immediate shut down, no plans could be made for meeting the challenges of the times. The books had been issued to the users for definite time, but now those books could not be returned. There were books, periodicals and other items which were yet to placed appropriately. Now, due to the unannounced and indefinite shut down, the cleanliness and maintenance of hygiene of the libraries was not possible. More worryingly, the needs of the users or the information seekers could not be fulfilled, which further meant that libraries could be perceived as non-existent during the times of pandemic. Till date, it has been huge challenge for the librarians and other library staff to maintain the relevance of libraries during these times of crisis.

Michael Mabel and Emily A. Ashley (2020): in their book entitled "The Developing Role of Public Libraries in Emergency Management: Emerging Research and Opportunities" have discussed in detail the role of libraries in the situation of emergency (Mabel & Ashley, 2017). They have mainly highlighted a number of roles of libraries during emergency which are discussed in brief as following.

Being a Safe Haven: Libraries, due to the architect and the safety measures taken during

the process of the constructions of their buildings, are comparatively very safe. Therefore, whenever any natural calamities such as earthquake, hurricanes or floods etc. Occur, libraries can be used as the shelters for the nearby community. The basic facility such as shelter, water, toilets and electricity can be provided within the premises of libraries.

Offering Normal Services: During the situations of crisis, libraries should be endeavoured to provide the consistent services to the clients or users, without any fluctuations or delays. The teachers, students and especially researchers should be provided maximum support so that they can accomplish their assignments without any hindrances.

Improvising: The library staff has a formal training as well as availability of sources in keeping the community engaged in positive activities. In case of emergency, the library staff can contribute in boosting the morale of vulnerable and effected groups and communities by sharing with them positive case studies, stories and motivational talks through various online and web sources.

Satisfaction to Library Services during Covid-19 Pandemic

Libraries around the world are facing different situations. Mainly due to the prevalence of pandemic named as Coronavirus (refers to a family of viruses which led to an infectious disease called as COVID-19 – or Coronavirus disease). As a result, libraries and librarians are finding themselves in number of circumstances. Even the closure of the libraries is the ultimate resultant of this situation. Although libraries (around the world) are working hard to provide remote access to services and collections. Which requires investment of efforts and time for incorporating computer systems, along with up-gradation of websites. In order to deal with the prevailing demands. No doubt, some of the libraries show strong digital presence. Jw Keke (2020) said, some are attempting to move in such direction (examples are "National Library and Information Service of Trinidad and Tobago's Heritage Library Division" used in the circumstances of the pandemic, to accelerate its shift, in providing digital offer. Beyond this, there are many great freely resources available with educational materials (notably Open Education Resources (OER) providing access to materials curate by a team of librarians). Infact UNESCO's (2020); Education Division is also providing links to valuable educational resources, and its archives have a collection of sound recordings from the past. In addition to this, Wikimedia has set up a project on COVID-19 to manage information on the subject. On the other hand, the National Library of India, meanwhile, has developed search engines for OERs for researchers and young adults (IFLA, 2020) To provide maximum service to its users is the ultimate aim of a library. Where library professionals constitute an important part of Library (i.e., constitute an important component of the library trinity). By making important contribution to the academic community. Library staff

must realize the importance and understanding of new technologies such as YouTube, blogs, wikis attract the young users, provide an opportunity for libraries to revamp services (Patil and Pradhan, 2014). Additionally, the whole practices and services of LIS profession from traditional to digital environment has been transformed due to the rapid growth of information and communication technologies. It also only changes the method of information delivery (Raju, 2014). Showed that the ever emerging big data has become a significant ingredient in the digital environment for smooth functioning of organizations (Khan and Vorley, 2017). On the other hand, Shonhe and Jain (2017) illustrates potential library users have positive attitudes towards technology; they have competent skills to use mobile technology and they access information daily using mobile technology. It is observed that changes in user information needs have put more pressure on the delivery of library services. For better dissemination of information, especially in a time of great need for accurate health-related information resources in an ever-increasing digital environment, libraries should establish working relationships with health agencies and communication organizations with the objective of cooperative developments of collections, referrals and information shared and learning for users and a new breed of re-imagined librarians (Okike, 2020). However, in the age of multiple information sources and diverse communication channels users do not always access the most valid information. It is estimated that there are 11 different types of information sources ranging from valid information to untrusted or doubtful information (Ashrafi-Rizi & Kazempour, 2019). Even, Google Trends has become a useful tool for monitoring awareness about health at both national and international levels (Hu, 2020). However, strategies, require social acceptance of measures such as school closures, remote working, home isolation, monitoring the health of symptomatic individuals using telephone or online health consultations (Heymann & Shindo, 2020). Additionally, quarantine is one of the oldest and most effective tools of controlling communicable disease outbreak. Quarantine was used as an effective step during the pandemic situation in China. It is also an effective measure to control a pandemic of influenza (Wilder, 2020).

Challenges of Library Service during Covid-19 Pandemic

At present the whole world is going through a critical phase of COVID-19 pandemic lockdown environment. Corona virus has threatened and affected almost all spheres of our living and livelihood. Every academic institution including libraries and information centres has been affected with Corona virus. The new normal, social distancing, masks, gloves and washing of our hands are here to stay in the world. Even all restrictions are lifted, until corona vaccine is discover and implemented. The present study attempts to provide a better understanding of the measure to take into account when reopening the libraries and library services required for the post-pandemic academic library reopening phase. Libraries are facing challenges and restrictions in the lockdown environment. State and Central government and also local authorities

regularly are taking different approaches in time to time, sometimes ordering the full closure of all academic institutions including libraries and information centres. In this situation existing library professionals may take following preventive measures to curb the spread of COVID-19 through the libraries according to NCDC (2020):

1. Libraries are closed ,Restrictions to students, faculties and research scholars,
2. Handling of library materials
3. Provider library services remotely
4. Mobile learning
5. Online class/online webinar/online workshop/online quiz/online meeting
6. Sharing library e-resources
7. Increasing use of digital library materials

Research Methodology

The research adopted was descriptive research design, because it is ideal and capable of providing accurate and comprehensive data. The researcher used the descriptive statistical tool to analyze the data collected. The data gathered were analyzed using tables, frequencies, percentages, to present data the analysis provided answers to the research question. The study population was 229 and all 229 of the total population was used as sample size.

Data Presentation, Analysis and Discussion

This presents the data collected through the use of questionnaire administered. It also discussed the data analysed under the sub-sections

Response Rate

A total of 229 copies of questionnaire were distributed, was duly completed and returned.

Table 1: Type of Library services rendered during covid-19 pandemic in Kashim Ibrahim Library Ahmadu Bello University, Zaria

SN	Types of Library Services Rendered	Frequency	Percentage %
1.	Telegram Services	100	43.6
2.	Whatsapp Services	70	30.5
3.	Facebook Services	30	13.1
4.	Online Reference Services	9	3.9
5.	Digital library services	20	8.7
6.	Off campus Digital resources services	0	0
7.	Webinars Services	0	0
Total			

Table 1 show the response of the respondents of the type of services rendered ary of

during covid-19 pandemic in Kashim Ibrahim Library of Ahmadu Bello University, Zaria, 100(43.6) percent of the response of the respondents lament telegram services are mostly type of services rendered in Kashim Ibrahim Library during the covid-19 pandemic period and which is follow by 70(30.5%) of the response of the respondents that indicate Whatsapp services.

However, 30(13.1%), 20(8.7%) and 9(3.9%) of the response of the respondents laments on Facebook service, Digital Library services and Online reference and information services are rendered in Kashim Ibrahim Library, moreover, there is no response of the respondents of the off Campus digital resources services and Webinar type of services that are rendered in Kashim Ibrahim Library of Ahmadu Bello University, Zaria.

Base of the research findings and response of the respondents on the type of service rendered during covid-19 pandemic in Kashim Ibrahim Library of Ahmadu Bello University, Zaria 100(43.6%) percent has the highest response rate that indicate Telegram types of Services are most services rendered in Kashim Ibrahim Library of Ahmadu Bello University, Zaria.

Table 2: The staff of Kashim Ibrahim Library Ahmadu Bello University, Zaria rendered services during Covid-19 Pandemic

S/N %	Services Rendered During Covid-19	Frequency	Percentage
1.	Open Access Resources Services	70	30.5
2.	Sharing of Link of Open Access Resources Services	30	13.1
3.	Library One Services	0	0
4.	Library Website Services	29	12.6
5.	Telephone services	0	0
6.	YouTube Services	90	39.3
	Total	**229**	**100**

Table 2 show the response of the respondents on how the staff of Kashim Ibrahim of Library Ahmadu Bello University, Zaria rendered services during Covid-19 Pandemic, 90(39.3%) response of the respondents are of the view that Kashim Ibrahim Library of Ahmadu Bello University, Zaria rendered service through Library bulletin Services during covid-19 pandemic and which follow by 70(30.5%) of the response of the respondents that indicate that the library rendered its services through Open Access Resources Services during covid-19 pandemic while, 30(13.1%), 29(12.6%) and 10(4.3%) of the response of the respondents that comments sharing of link of open access resource services, Library Website services and YouTube services are how Kashim Ibrahim Library of Ahmadu Bello University Rendered services during covid-19 pandemic.

Moreover, there is no response of the respondents that indicate or response that show telephone services, therefore, 90(39.3%) of the response of the respondents that of

the view that Library Bulletin services and how Kashim Ibrahim Library of Ahmadu Bello University, Zaria rendered service during covid-19 pandemic and which has the highest response rate.

Table 3: Satisfactory Library Services

S/N	Types of Library services rendered	HS	S	NS	
HNS					
1.	Telegram Services	129(56.3%)	100 (43.6%)	0	0
2.	Whatsapp Services	100(43.6)	100(43.6)	29(12.6%)	0
3.	Facebook Services	100(43.6)	100(43.6)	29(12.6%)	0
4.	Online Reference Services	29(12.6%)	0	100(43.6)	
	100(43.6)				
5.	Digital library services	100(43.6)	100(43.6)	29(12.6%)	0
6.	Off campus Digital resources services	29(12.6%)	0	100(43.6)	
	100(43.6)				
7.	Webinars Services	29(12.6%)	0	100(43.6)	
	100(43.6)				

Table 3 show the response of the respondents on how satisfactory are the Library services rendered during Covid-19 in Kashim Ibrahim Library, 129(56.3%) of the response of the respondent indicate telegram services, Facebook services and Digital Library Services has the highest satisfactions rate of the type of library services rendered during covid-19 pandemic, and which is follow by 29(12.6%) of the response of the respondents that indicate Online Reference Services, Off campus Digital resources services and Webinars Services.

Table 4: The challenges encountered in rendering of Library services during the Covid-19 pandemic in Kashim Ibrahim Library Ahmadu Bello University, Zaria

SN	Challenges library covid-19	Frequency	Percentage %
1.	Inadequate sanitizers	50	21.8
2.	Bridge of covid-19 protocol by students and staff	70	30.5
3.	Problem in the used of face marks	70	30.5
4.	Lack of supporting facilities	10	4.3
5.	More crow	29	12.6
	Total	**229**	**100**

Table 4 shows the response of the respondents on the challenges encountered in rendering of Library services during the Covid-19 pandemic in Kashim Ibrahim Library Ahmadu Bello University, Zaria, 70(0.5%) of the response of the respondents show that Bridge of covid-19 protocol by students/staff and Problem in the used of face marks are the major challenges encountered in rendering of Library services during the Covid-19

pandemic in Kashim Ibrahim Library Ahmadu Bello University, Zaria, and is follow by 50(21.8%), 29(12.6%) and 10(4.3%) of the response of the respondents that laments on; Inadequate sanitizers, More crow and Lack of supporting facilities are also one of the challenges encountered in rendering of Library services during the Covid-19 pandemic in Kashim Ibrahim Library Ahmadu Bello University, Zaria.Base of the above analysis its indicate that 70(0.5%) of the response of the respondents show that Bridge of covid-19 protocol by students/staff and Problem in the used of face marks are the major challenges encountered in rendering of Library services during the Covid-19 pandemic in Kashim Ibrahim Library Ahmadu Bello University, Zaria.

Conclusion

Most of the libraries in Nigeria have closed down with assumption that the COVID 19 pandemic chain will break and slow down or come under control. But day by day the numbers of active cases and the deaths are increasing. Further every Nigeria State and Union Territory has different scenario. The Government is in the process of reopening the educational institutions in near future, ultimately the libraries have also required re-opening with well-prepared strategies. The unique strategy will not useful for the vast country like India where the intensity of the pandemic varies from place to place.

Recommendations

The followings are some recommendations:

1. Post lockdown period will be completely different environment than it was before lockdown. The library rules and regulations, guides, brochures, study room facilities, outside visitors, guests, the staff and student relatives, there will be restrictions to everyone. There will be required to change the library policy, rules and regulations, to make sure that every library user and the library resources should be safe in the library.
2. Putting limited numbers of students, faculties, research scholars, staff and other visitors using the library at any one time, and see that how to enforce these, as well as identifying locations in and around the library where people may gather closely together, for example using one-way (if possible) entrance and exit separate. Limiting furniture, closing the reading rooms, or continuing to postpone programs. It is also advisable to clean the toilets frequently for safety purpose.
3. The library staff must have a habit of wash regularly their hands frequently, access to safety materials such as gloves and facemasks, and that hands sanitizer is available at the entrance of the library as well as next to equipment such as computers, electronic on/off switches, land line telephone in the library.
4. Promoting online services and resources in order to control on numbers looking to visit the library
5. Developing the online system of overall collection development of e-books, e-journals, e-theses & dissertations, e-databases and provide access through remote without human contact

6. The library rules should be revised and it should be clearly communicated to all students, faculties, research scholars and other library members via e-mail, SMS alert, YouTube and the electronic board.

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