IMPACT OF COVID-19 PANDEMIC ON ACADEMIC LIBRARY SERVICES IN DELTA STATE UNIVERSITY LIBRARY, ABRAKA.

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Abstract

This study was carried out to investigate Impact of Covid-19 Pandemic on Academic Library Services in Delta State University Library, AbrakaThe research design used for this study is descriptive survey design. Three research questions were answered. Enumerative sampling technique was used so that the entire population can be retained. The population of the study is 31. Copies of the questionnaire returned were 29. The instrument for data collection was validated by experts. Cronbach Alpha reliability technique was used for ascerning the reliability of the instrument which yielded a reliability coefficient of 0.93. Data collected were analyzed using descriptive tool such as simple percentage and frequency counts. The result of the study showed that the methods in the dissemination of library resources and services during the Covid-19 Pandemic were sent through library blog, Facebook , Twitter, WhatsApp, Email, Library website and Telephone. The study among others therefore recommends the federal and state governments must raise their investments in digital transformation and make it a priority in their societies. Governments should take steps to increase Internet penetration, especially mobile Internet penetration, and to close the digital gap between villages, towns and cities.

Keywords: Covid-19 Pandemic, Academic Library Services

Introduction

The outbreak of the corona virus, codenamed COVID-19, in Wuhan, China in 2019(WHO, 2020), and its fast spread throughout the world has forced economies to shut down and people's lives to drastically change. A pandemic is a disease epidemic that spreads over a large region, crossing countries or continents. It impacts a larger number of individuals and claims more lives than an epidemic (Nagarka, 2020). On the 12th of March, 2020, the World Health Organization (WHO)

proclaimed the corona virus disease (COVID-19) sickness a pandemic when it grew severe and swiftly spread over the globe (Hickok, 2020). COVID-19 began as an epidemic in China before spreading over the world in a matter of months and eventually becoming a pandemic (Hickok, 2020). The COVID -19 pandemic upended a lot of things we used to take for granted, with the most difficult challenge being separating reality from fantasy (NewScientist, 2020).

The COVID-19's new nature has sparked widespread alarm, despite the fact that the world is only now learning more about the virus. Due to a lack of knowledge on the spread, prevention, symptoms, and therapies, a"infodemic—an overwhelming abundance of information—occurred.

information about an issue that is sometimes erroneous and can obstruct the search for a solution (Macmillan Dictionary, 2020)" of unquantified magnitude in the early stages. On February 27, 2020, the first case of COVID-19 was detected in Nigeria, in Lagos state, from an Italian who came to work in Ogun state but operates from Lagos state. The fear of COVID -19 grew exponentially from that day on. With additional cases verified by the end of March, millions of Nigerians were afraid to leave their homes, prompting the federal government to declare the first lockdown in Lagos, Ogun, and the Federal Capital Territory, Abuja. This was followed by a countrywide lockdown, with all roadways connecting states and schools across the country being placed on indefinite lockdown (Ifijeh, 2020). The Nigerian government's initial approach to stem the spread of the virus was to close all schools, including universities, beginning in March 2020. As a result, all students, from undergraduates to postgraduates, were forced to leave their university campuses, halting academic activity and interrupting academic calendars at a number of schools, including Delta State University in Abraka. Many educational institutions, corporations, and financial institutions transitioned from the traditional pattern of engaging in meetings to alternatives in order to continue where they left off mode iof iteaching ihas ibeen ithe itraditional method, I which I consists iof ilecturers ior iteachers ihaving iphysical imeetings iwith istudents iin ia iclassroom ibuilding ifor ithe ipurposes iof ilecture. iexaminations, iseminars, iand other activities. According to Ifijeh et al. (2015), only a few Nigerian institutions have implemented e-learning systems that allow for the posting and download of lecture notes, as well as the providing and submission of student assignments. At a similar vein, libraries in Nigerian universities have used conventional techniques of information supply, which comprise the purchase and dissemination of information resources to members of the University community in order to achieve institutional goals. The library's information resources are categorised and preserved in various portions of the building, with a focus on hard copies. Some libraries additionally offer remote access to electronic materials via internet protocol (IP) addresses or login credentials such as usernames and passwords. Traditional approaches are used to provide reference and information literacy services (face-to-face meetings).

However, when students deserted their campuses due to the Covid-19 outbreak, many conventional procedures used by university and library institutions in Nigeria have crumbled. University libraries have begun to employ online techniques in service delivery in order to keep students engaged at home and finish their academic cycles. As a result, university libraries' conventional ways of serving

users' information requirements (which involve actual interaction between the library and users) have become obsolete during the present epidemic and may continue to be so beyond Covid-19. University libraries were being pushed to respond to new paradigm shifts as they strived for survival and ongoing relevance in the face of competition from online information sources and University Management's unfavorable opinion of the library and librarians'relevance (Iwu-James etal, 2020).

Objectives of the Study

The main objective of this work was to investigate Impact of Covid-19 Pandemic on Academic Library Services in Delta State University Library, Abraka. The specific objectives were to:

1) Identify the several services provided to the users during the COVID-19 pandemic;

2) Reveal the modes adopted in the dissemination of information resources and services during the COVID- 19 pandemic and

3) Establish the challenges faced by the library staff in providing these services in COVID- 19 pandemic

Scope of the study

This research covered Impact of Covid-19 Pandemic on Academic Library Services in Delta State University Library, Abraka. This study was limited to the Librarians and Library officer cadre of Delta State University Library, Abraka.

Methods

The survey research design was used for this study. This method was chosen because it aims at collecting data on, and describing systematically, the characteristics, features an facts about a study (Egbule & Okobia, 2001) which in this case refers to investigate Impact of Covid-19 Pandemic on Academic Library Services in Delta State University Library, Abraka.

The population for this study is 31 respondents. This consists of all the Librarians and Library officer cadre in Delta State University Library, Abraka. The sample for the study is 31, this represents 100% of all the Librarians and Library officer cadre in Delta State University Library, Abraka. The entire population was used for the study this is because the number of respondents were few and the researcher was able to attend to each one. The total enumeration sampling technique was adopted for the study, this is to enable every member of the population to be used for the study. The instrument used was a questionnaire constructed by the researcher and title "Impact of Covid-19 Pandemic on Academic Library Services in Delta State University Library, Abraka [IPALS]". The questionnaire was structured in four sections A,B,C, and D. section A consist of the personal data of the respondents, section B deal with the several services provided to the users during the covid-19 pandemic, Section C modes adopted in the dissemination of library resources and services during the COVID-19 pandemic and Section D is on the challenges faced by the library staff in providing

these services during the COVID-19 pandemic. The sections were broken in different items which were constructed in two scales ranging from Agree and Disagree.

The face and content validity method was used in examining the instrument. The questionnaire for this study was validated by experts in the area of research for proper scrutinization and necessary corrections.

The researcher personally administered the copies of the questionnaire to the respondents. Their response immediately collected. This is to ensure high response rate. The data collected was analyzed using descriptive statistical tool such as simple percentage and frequency counts.

Results

Date pertaining to the questionnaire response rate are presented in Table 1.

Table 1: Questionnaires Response Rate

Copies of Questionnaire Administered	Copies of Questionnaire Returned	% of Copies of Questionnaire Returned
31	29	86%

Table 1 reveals information pertaining to questionnaires response rate the number of copies of the questionnaires administered was 31, copies of the questionnaires returned were 29 which represents 86%. This was usable as it was more than the recommended 60%.

Bio-data of the Respondents

This section is restricted to the discussion of the bio-data of the respondents pertaining to the gender of the study. These are presented in Table 2

Table 2: Gender of Respondents

Gender	Frequency	Percentage (%)
Male	13	45
Female	16	55
Total	29	100

As revealed in Table 2, there were 13(45%) male and 16(55%) female respondents from the various levels of undergraduate under this study. This implies that there were more female (16, 55%) respondents in the study than their male counterparts.

Answering of the Researches Questions

This section is devoted to answering the research question that were raised in chapter one of the study. The results are presented in Table 3,4 and 5.

Research Question One: What are the several services provided to the users during the COVID-19 pandemic?

Table 3: Services Provided to Users during the COVID-19 Pandemic

Items	Agreed		Disagree	
	Freq	%	Freq	%
Reference services	23	79	6	21
Document delivery services	19	66	9	34
Technical services	27	93	2	7
Current awareness(CA)	28	96	1	4
E-library services	16	55	13	45
User education	18	62	1	38
Referral services	22	76	7	24
Serials services	22	52	7	24
Selective dissemination	15	52	14	48
Inter library loan services	29	100	0	0
Circulation services				

Data in Table 3 reveals information regarding several services provided to the users during the COVID-19 pandemic. As seen in the table most of the respondents agreed that reference services (23,79%), document delivery service(19,66%) technical services(27,93%)current awareness(22, 76%), e-library service (28, 96%), user education (16, 55%), referral service (18, 62%), serials services(22, 76%), selective dissemination of information (22,76%), inter library loan service(15, 52%), and circulation service (29, 100%) are some of the services provided during COVID-19 lockdown.

Research Question Two: What are methods adopted in the dissemination of library resources and services during the COVID-19 pandemic?

Table 4 : Methods adopted in the Dissemination of Library Resources and Services during the COVID-19 pandemic

Items	Agree		Disagree	
	Freq	%	Freq	%
Library blog	18	62	11	38
Facebook	24	83	5	17
Twitter	22	74	7	24
WhatsApp	20	66	9	34
Email	18	62	11	38
Library website	21	72	8	28
Telephone	16	55	13	25

Data in Table 4 reveals methods adopted in the dissemination of library resources and services during the COVID- 19 Pandemic. Most of the respondents agreed that they used library blog, (18, 62%), Facebook (24, 83%), Twitter (22, 74%), WhatsApp (20, 66%), Email (18, 62%), library website (21, 72%), and Telephone (16, 55%) in providing library services.

Research Question Three: What are the challenges faced by the library staff in providing these services during the COVID- 19 pandemic?

Table 5: Challenges faced by library staff in Providing Services during the COVID-19 Pandemic

	Agree		Disagree	
	Freq	%	Freq	%
Government handling of the pandemic	26	90	3	10
Funding and budget cuts	27	93	2	7
High cost of devices of providing these services	28	97	1	3
Lack of ICT policies	23	79	6	21
Technologies are not user friendly	17	56	12	44
Erratic power supply	19	67	10	33
Inadequate technological/skill manpower	18	62	11	38
ICTS application is time consuming	20	69	9	31
There are problems of computer boot -up, connectivity, software programs	25	86	4	14
Inadequate technical/skilled manpower	22	76	7	24

Data in Table 5 reveal the challenges faced by the library staff in providing these services during the COVID-19 pandemic. Most of the respondents agreed that government handling of the pandemic (26, 90%), funding and budget cuts (27, 93%), high cost of devices of providing these services (28, 97), lack of ICT policies (23, 79), non-user friendly technologies (17.56%), erratic power supply (19,67), inadequate technical/skill manpower (18,62%), ICTS application is time consuming (20, 69%), there are problems of computer boot-up, connectivity, software programs (25, 86%), and inadequate technical/skilled manpower (22, 76%) were some of the challenges faced by the library staff in providing these services during the covid-19 pandemic.

Discussion of Finding

The idiscussion iof ifindings is ibased ion ianalyzed idata iwhich iwas icollected ithrough ithe iadministration iof ithe iquestionnaire

Services Provided to the Users During the Covid-19 Pandemic

From the finding as revealed in Table 3 indicate that several services were provided to users during the COVID-19 pandemic as agreed by most of the respondents. These include reference services, document delivery service, technical services, current awareness, e-library service, user education, referral service, serials services, selective dissemination of information, inter library loan service, and circulation service, were some of the services provided during COVID 19 lockdown. This is in line with the findings of (Kandola, 2020) who stated that even with the lockdown in the country libraries still provided some essential services which include reference services, document delivery service, technical services, current awareness, e-library service, referral service, serials services, selective dissemination of information, inter library and circulation services etc.

Methods Adopted in the Dissemination of Library Resources and Services During the Covid-19 Pandemic

From the finding as revealed in Table 4, the methods adopted iin ithe idissemination iof ilibrary iresources iand iservices iduring ithe iCOVID-i19 ipandemic, ithere iwas ia shift from physical to electronic format. Most of the respondents agreed that they used library blog, Facebook, Twitter, Whatsapp, Email, library website, and Telephone, in providing library services. This position corroborates the finding of Kandola (2020) who stated that some of the libraries in Nigeria had to change the mode of dissemination of information during the COVID-19 lockdown. Some of the modes of dissemination of services included isocial imedia iplatforms: iFacebook, iWhatsapp, iTwitter, iEmail iand ilibrary website.

Challenges Faced by the Library Staff in Providing Services During the Covid-19 Pandemic

From the finding as revealed in Table 5, most of the respondents were in agreement with the challenges faced in providing these services during the COVID-19 pandemic. Most of the

respondents agreed that government handling of the pandemic, funding and budget cuts, high cost of devices of providing these services, lack of ICT policies, technologies are not user friendly, erratic power supply, inadequate technical/skill manpower, ICTS application is time consuming, problems of computer boot-up, connectivity, software programs, inadequate technical/skilled manpower, were some of the challenges faced by the library staff in providing these services during the COVID- 19 pandemic.

The findings of the study are summarized as follows:

➢ Several services provided to users during the covid-19 pandemic lockdown include; reference services, document delivery service, technical services, current awareness, e-library service, user education, referral service, serials iservices, iselective idissemination iof iinformation, iinter ilibrary iloan iservice, and circulation service.

➢ Methods adopted in the dissemination of ilibrary iresources iand iservices iduring ithe icovid-19 ipandemic ishifted from physical to electronic format. This service (information) were sent through library blog, Facebook, Twitter, Whatsapp, Email, library website, and Telephone

➢ Challenges faced in providing these services during the COVID-19 pandemic include bad handling of the pandemic, funding and budget cuts, high cost of devices for providing these services, lack of ICT policies, technologies are not user friendly, erratic power supply, inadequate technicalskill manpower,ICTS application is time consuming, there are problems of computer boot-up, connectivity, software programs, inadequate technical/skilled manpower etc.
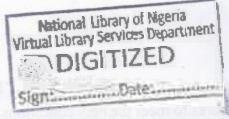
Conclusion

During the COVID-19 epidemic, libraries were forced to restructure their everyday routines, which was a challenging task. The COVID-19 situation has brought attention to the necessity of electronic resources and internet access as a means of obtaining an education. Libraries encountered a number of obstacles as they made the transition from physical to digital environment. The report highlighted the importance of e-resources and services, arguing that libraries should get funding from university administration and purchase more digital information, particularly connected to course books. Libraries must also develop infrastructure and systems to fulfil the demands of online classes and expand the distribution of library materials and services to remote locations. The results of the findings showed that methods adopted in the dissemination of library resources and services during the COVID-19 pandemic shifted from physical to electronic format. This services were sent through library blog, Facebook, Twitter, Whatsapp, Email, library website and Telephone.

Recommendations

1. The federal and state governments must raise their investments in digital transformation and make it a priority in their societies. Governments should take steps to increase internet penetration, especially mobile Internet penetration, and to close the digital gap between villages, towns, and cities.

2. Because of the COVID-19 pandemic and other future pandemics, libraries must revise library regulations and realign their procedures to meet the new conditions in order to serve customers and adhere to social-distancing norms. During and after the COVID-19 epidemic, libraries must adopt standard operating procedures (SOPs) for staff and library patrons to follow in order to maintain social distancing norms.

3. It appears that library expenditures should be increased or re-prioritized in order to boost e-resources and e-services. To be able to service their patrons in growing online contexts, libraries must invest in new technology, infrastructure, systems, and staff development.

4. University libraries must reconsider their roles, particularly in the context of online courses offered by their institutions. To effectively assist online students, libraries must prepare their resources, services, systems, and employees, because the majority of university students in Nigeria reside off-campus, they must provide off-campus access to all of their e-resources. It may also be necessary to renegotiate their subscription rights with online content providers, as well as to boost subscription fees, particularly for textbook material.

5. University libraries should also start digitalization programmes and make digital information available online. It is especially crucial for users of information in the social sciences and humanities. Institutional research repositories might be an excellent place to start. The long-term viability of such programmes may be ensured via a collaborative strategy that cultivates relationships. It is also required for such efforts to be established with the permission of the institution's responsible authorities

6. Libraries should also take a look at their online presence. It appears that assessing the use of library portals and redesigning/revamping the library's webpages is critical. Libraries should also strive to give 'one-stop'access to all library materials, and should purchase or construct new systems to accomplish this goal.

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