

The Effect of COVID 19 Pandemic on Library Services in Nigeria

Angela Ebele Okpala(✉)

*Department of Library and Information Science, National Open University of
Nigeria (NOUN)*

Abstract

This research seeks to determine the effect of COVID 19 on library services. It is a survey of four academic libraries in the FCT, Abuja. Participants comprise of all the 50 academic librarians and 156 students that were randomly selected from all the four universities used for the study. The instrument for data collection was a structured questionnaire. Data was analysed using simple frequencies, percentages, tables, charts and graphs. Results revealed that library users had need of information in the following areas during the period of COVID 19: how to curb the spread, where to get treatment, welfare relief; information for personal development, research, work, and academic purposes. Libraries employed the following media in disseminating information to their users: Text messages, Social media and Print media. Students searched the following sources for their information needs: Google, Facebook, WhatsApp and Instagram. The following suggestions were made: creating awareness of available online resources; increasing free e-book collections; improving library websites to be more attractive, friendly, effective and efficient; and engaging more social media platforms for disseminating information. It was recommended that internet providers should improve on their networks, reduce cost of data and ensure steady power supply in Nigerian university libraries.

Introduction

There have been pandemics and each time these pandemics occur, nations, organisations are devastatingly affected because they are met unprepared. Corona virus generally known as COVID 19 which originated from Wuhan, China is not an exception. Unprecedented number of deaths was recorded across countries and continents. It got to a point of total lockdown of activities to curb the spread of the virus. Nigeria Centre for Disease Control (NCDC) in October 2020 reported 476 deaths. United states alone recorded 754,000 deaths and UK recorded 142,000 deaths in October, 2020 (WHO, 2019). The total number of deaths round the globe was placed over 5 million (WHO, 2019). Other pandemics that were equally devastating were HIV/AIDS, Flu cholera, the Black Death and plague of Justina (Masters in Public Health Online,

2020). It is important to get prepared and not be taken unawares. Moreover, COVID 19 pandemic seems to be lingering on and may still be in existence in another year or two. COVID 19 affected all the levels of educational system (Lindzom, 2020). The world may still experience another pandemic apart from COVID 19. UNESCO (2020) reported the closure of schools by 138 countries leaving about 1.37 billion students and about 60 million teachers at home due to the pandemic. The fact that they were forced out of school due to the pandemic does not mean that they no longer have need of information. There was an overwhelming information resources constraints during the period of the pandemic (Zar et al.,2020). Libraries were equally affected leading to restriction in their services. Since the information needs of the populace still need to be met despite the total lockdown at some points, the libraries

Keywords

COVID 19; library services; digital
library services; libraries and COVID
19

Corresponding Author (✉)

angelaebele2007@yahoo.com

*Department of Library and
Information Science, National
Open University of Nigeria (NOUN)*

© Nigeria Library Association
Enugu State Chapter

provided skeletal services and individuals found other ways of meeting their information needs on how to keep safe, get medical and welfare assistance, work from home etc. In response to these constraints, there was a paradigm shift by libraries to online services. Libraries employed several media such as facebook, Instagram and whatsapp amongst others in disseminating information. Technology was employed in bridging the gap between teachers/educational institutions/libraries and learners (Obiako & Adeniran, 2020). For rural areas in developing countries such as Nigeria, that lack access to internet and still suffer unstable power supply, access to information was severely hindered. There is the need to investigate the impact of COVID 19 on teaching and learning in general. Eze, Sefotho, Onyishi, & Eseadi (2021) noted that not much has been done in this area. It is in this light that this research seeks to determine the effect of COVID 19 on library services. This paper is timely and the aim is to get the library prepared to serve their patrons in the face of any crisis or pandemic so that their patrons can get information they can trust. There were common cases of fake news as reported by the president of IFLA (IFLA, 2020). There is a need for libraries to mobilize and strengthen their online services. It was reported that some libraries provided services through their social media networking platforms (National Digital Library of India, 2020). The library's role of information dissemination must not be disrupted for whatever reasons. Results of this research will serve as a yardstick for the re-evaluation of library services. It will also serve as basis for further research in this area as not much has been covered by researchers in this area.

Objectives of the Study

The following are the objectives of the study:

1. The ascertain the information needs of library users during the period of COVID 19
2. Determine the media of information dissemination during the period of COVID-19 lockdown?
3. Determine the information sources employed by library users to satisfy their information needs
4. Ascertain the level of satisfaction of information seekers
5. Determine how the library can improve its services to handle future pandemics

Research Questions

The following research questions were formulated in order to achieve the above stated objectives:

1. What were the information needs of library users in the period of COVID 19?
2. What were the media for disseminating information during the period of COVID-19 lockdown?
3. What information sources were used by library users to satisfy their information needs?
4. What was the level of satisfaction of the library users with the resources available?
5. How can library improve its services to handle future pandemics?

Methodology

The study is a survey of academic libraries in Abuja to ascertain the effect of COVID 19 on their services during the period of the pandemic but not exclusive to the period of total lockdown. The sample of the study comprised of all the 50 professional librarians in four academic libraries in FCT. Out of the nine universities in FCT, Abuja, four were randomly selected, three private and one federal university as the sample for the study, while 156 students were randomly

selected across all programmes in the four selected universities. In all, 206 respondents participated in the study. The instrument for data collection was a well -structured questionnaire, validated (Content, construct and face) by experts in the field of librarianship. The questionnaire was distributed to all the professional librarians and students in the four institutions used for the study. Data was analysed using simple percentages, tables, charts and graphs.

Literature Review

Covid 19 affected all levels of educational system (Lindzom, 2020) and the library is the heartbeat of any serious academic institution. Ogunode (2020) and Adalakun (2020) reported that the closing down of schools as a result of the pandemic affected the academic programmes of schools, led to suspension of examinations, teaching and extra-curriculum activities in secondary schools. Eze, Sefotho, Onyishi, & Eseadi (2021) studied the impact of COVID-19 pandemic on education in Nigeria and concluded that it generally had a negative impact on education, the library inclusive. The pandemic led to poor learning as a result of poor teaching/ learning methods, challenges faced by libraries in the provision of digital resources and services, problems associated with online assessment of learners. Educational technologies bridged the gap caused by the pandemic and helped to enhance teaching and learning but not without challenges such as poor internet connectivity, feelings of isolation, lack of ICT skills to mention a few (Ebohon, Obienu, Irabor, Amadin & Omoregie, 2021)

Library services in COVID era is a relatively new topic because the pandemic itself which evolved in late 2019 is new. The implication is that not much research works has been done and most researchers are battling to bridge this gap. All library users especially information experts and researchers needed as much information on the COVID pandemic as possible. There was massive death and

everyone wanted to know what to do in order to keep alive besides other needs. The pandemic necessitated a total lockdown at some point except for essential services at some designated points and places. Individuals needed to know how to get information not just on health-related issues but on daily living, self-development, for their jobs mostly virtual, for academic pursuit and for research amongst others. It is imperative to ascertain how these various information needs were met and perhaps to improve on some to strengthen library services and prepare for any crisis in future. In the mist of all these, some libraries provided online services, using various online resources. For instance, IFLA (2020) listed key resources that libraries may need to satisfy users information needs and how to get them during COVID era. For information on latest cases, tests, infections and consequences, national authorities and WHO were suggested for such data.

IFLA gave an insight on what obtained in the provision of library services globally during the Covid-19 era but not much was documented on libraries in Nigeria. Some centres such as The Centre for Systems Science and Engineering at Johns Hopkins University supplied data on the pandemic (IFLA, 2020). In fact, libraries weren't sure of what services to offer at this time, the government themselves were confused on what to do, whether to completely close down activities or continue life as usual.

According to ITHAKA (2020) institutions of higher learning made substantial changes in their mode of teaching, from traditional face-to-face to online learning. It was discovered that students and staff of various faculties had needs in the following areas: support, communication, research and teaching. Activities of the library in the face of COVID 19 were listed by IFLA (2020) as follows:

1. Just like most establishments professional and para-professional librarians worked from home and

observed social distancing on rare occasions they were called upon as matter of urgency.

2. Librarians that were working from home were not rigid as other duties were assigned to them.
3. Librarians maintained Communication chain with users
4. Reading activities such as storytelling were organised online
5. Ensured that digital libraries were efficient and effective

For some libraries such as those in Trinidad and Tobago packs of digital resources were created for their users to enable them study at home. Library services such as information literacy and lending services were basically online. Job-search supports were given online by libraries to their users for free. Digital collection of electronic books on tropical issues was promoted by librarians to help reduce stress, worries, negative thoughts and depression. Several libraries set

up online Ask-a-Librarian reference service. In order to support research, some academic libraries provided online access to theses to their users and also library consortium was intensified to encourage resource sharing by members. Libraries also provided consultation services through various social media such as WhatsApp, twitter, Facebook etc. Some libraries also provided access to academic materials on COVID for free. In some areas in US bookmobiles equipped with Wifi routers were provided for areas without internet connectivity. Ojobor, Babarinde & Ezech (2021) studied the role of librarians in disseminating information resources on Public Health issues in the post-covid-19 in Enugu State and findings revealed that NCDC, WHO, radio and television were the most reliable sources of information on COVID -19.

Results

This chapter presents Descriptive Analysis of the Respondents and Descriptive Analysis of Research Questions.

Descriptive Analysis of the Respondents

Table 1: Percentage analysis showing demographic variable of the respondents

S/N	Demographic Variable	Grouping	F	%
1	Designation	Staff (Professional Librarians)	50	24.3
		Students	156	75.7

In Table 1, it could be observed that item 1 indicated that 24.3% of the respondents were professional librarians while 75.7% of them were students.

Descriptive Analysis of Research Questions

The five research questions earlier raised in the study were answered descriptively.

Research Question 1: What were the information needs of library users in the period of COVID-19?

Table 2: Percentage analysis showing information needs of professional librarians during the period of COVID-19

S/N	Item	Staff Responses		Students' Responses	
		F	%	F	%
1	Personal hygiene	9	18.0	6	3.9
2	Medical centers	2	4.0	8	5.1
3	Welfare relief	3	6.0	22	14.1
4	Symptoms	6	12.0	10	6.4
5	Curbing the spread	15	30.0	51	32.7
6	Government decision on management of COVID-19	6	12.0	19	12.2
7	Spread of COVID-19 globally	3	6.0	12	7.7
8	Resources on COVID-19	2	4.0	10	6.4
9	Online Journal for research work	4	8.0	18	11.5

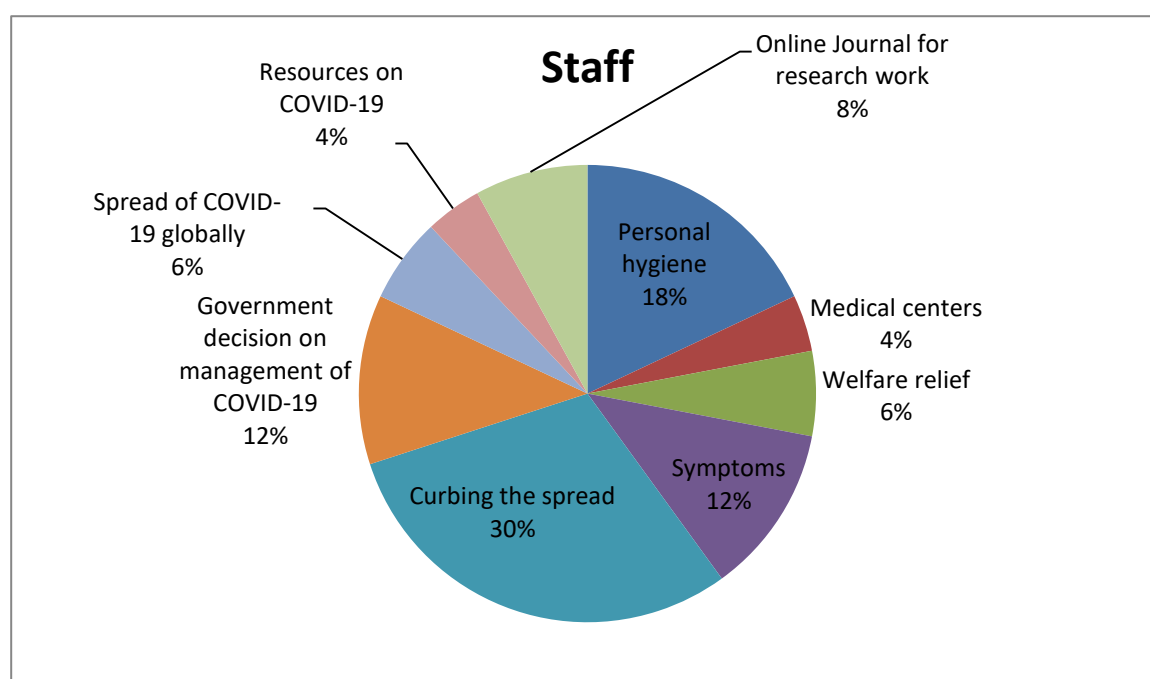
**Figure 1: Pie chart analysis showing the Information needs of professional librarians during the period of COVID-19**

Figure 1 revealed that 9(18%) of professional librarians needed information on personal hygiene, 2(4%) needed information on medical centers, 3(6%) needed information on welfare relief, 6(12%) needed information on symptoms, 15(30%) needed information on curbing the spread, 6(12%) needed

information on Government decision on management of COVID-19, 3(6%) needed information on spread of COVID-19 globally, 2(4%) needed information on resources on COVID-19 while, 4(8%) needed information on online journal for research work.

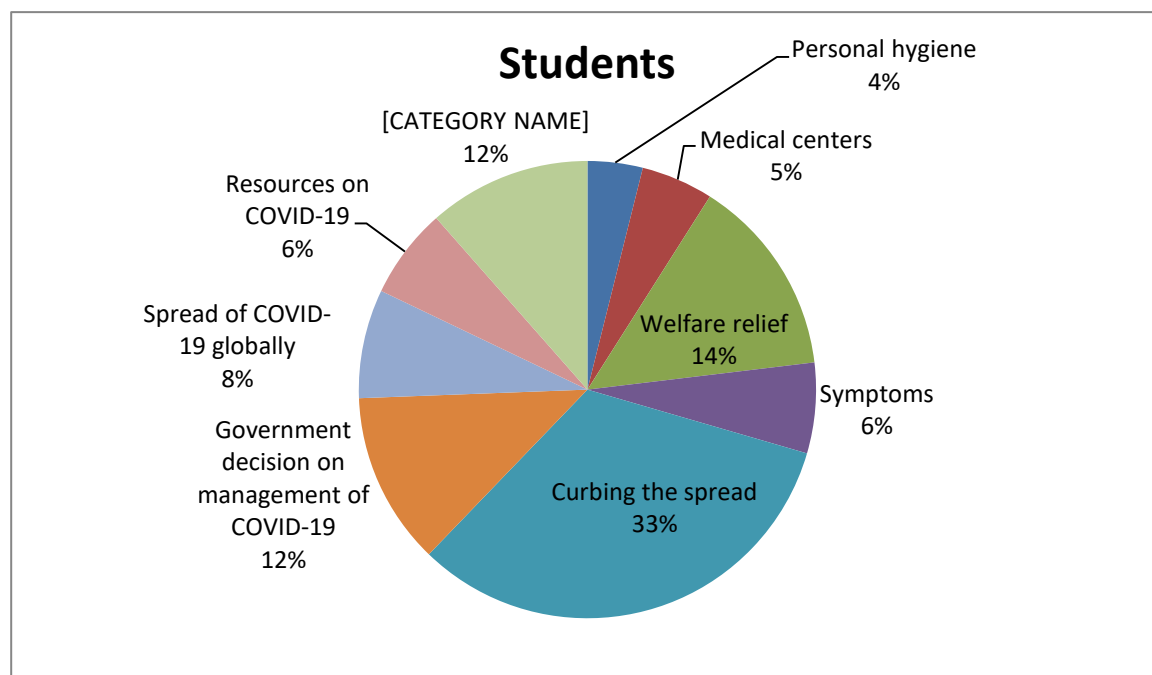


Figure 2: Pie chart analysis showing the Information needs of students during the period of COVID-19

Figure 2 revealed that 6(4%) of students needed information on personal hygiene, 8(5%) needed information on medical health, 22(14%) needed information on welfare relief, 10(6%) needed information on symptoms, 51(33%) needed information on curbing the spread, 19(12%) needed information on government decision on management of COVID-19, 12(8%) needed information on spread of COVID-19 globally, 10(6%) needed information on resources on COVID-19 while, 18(12%) needed information on online journal for research work.

The information needs of both staff and students during the period of the pandemic were similar. Basically, there was a general need for survival from the virus. However, staff need for research was higher than that of students. Academic librarians seized the opportunity of the lockdown to conduct personal researches for their professional growth while students' research works were slowed down due to the pandemic.

Research Question 2: What were the media for disseminating information during the period of COVID-19 lockdown?

Table 3: Percentage analysis showing different media for disseminating information during the period of COVID-19 lockdown

S/N	Item	COVID-19		Personal Development		Research		Work		Academic Purpose	
		F	%	F	%	F	%	F	%	F	%
1	Ask a Librarian	30	14.6%	40	19.4%	52	25.2%	28	13.6%	56	27.2%
2	Frequently asked questions	41	19.9%	28	13.6%	50	24.3%	27	13.1%	60	29.1%
3	Library websites	22	10.7%	63	30.6%	65	31.6%	22	10.7%	34	16.5%
4	OPAC	30	14.6%	49	23.8%	48	23.3%	29	14.1%	50	24.3%
5	Professional platforms	36	17.5%	54	26.2%	22	10.7%	40	19.4%	54	26.2%
6	Text Messages	98	47.6%	15	7.3%	21	10.2%	40	19.4%	32	15.5%
7	Print Media	73	35.4%	30	14.6%	40	19.4%	12	5.8%	51	24.8%
8	Multimedia	72	35.0%	18	8.7%	40	19.4%	26	12.6%	50	24.3%
9	Social Media	90	43.7%	23	11.2%	23	11.2%	31	15.1%	40	19.4%
10	E-mail	29	14.1%	20	9.7%	39	18.9%	68	33.0%	50	24.3%
11	Blogs	50	24.3%	42	20.4%	52	25.2%	28	13.6%	34	16.5%
12	Repositories	21	10.2%	49	23.8%	55	26.7%	35	17.0%	46	22.3%

Table 3 and Figure 3 revealed that 30(14.6%) got information on COVID-19 via, “**ask a librarian**”, 40(19.4%) got information on personal development through the same medium, 52(25.2%) got information on research, 28(13.6%) got information on work, while 56(27.2%) got information for academic purpose all through ‘ask a librarian’.

On information dissemination via, “**frequently asked questions**”: 41(19.9%) of the respondents got information on COVID-19, 28(13.6%) got information on personal development, 50(24.3%) got information on research, 27(13.1%) got information on work, while 60(29.1%) got information for academic purpose.

On information dissemination via, “**library websites**”: 22(10.7%) got information on COVID-19, 63(30.6%) got information on personal development, 65(31.6%) got information on research, 22(10.7%) got information on work, while 34(16.5%) got information for academic purpose.

On information dissemination via, “**OPAC**”: 30 (14.6%) of the respondents got information on COVID-19, 49(23.8%) got information on personal development, 48(23.3%) got information on research, 29(14.1%) got information on work, while

50(24.3%) got information for academic purpose.

On information dissemination via, “**professional platforms**”: 36(17.5%) of the respondents got information on COVID-19, 54(26.2%) got information on personal development, 22(10.7%) got information on research, 40(19.4%) got information on work, while 54(26.2%) got information for academic purpose.

On information dissemination via, “**text messages**”: 98(47.6%) of the respondents got information on COVID-19, 15(7.3%) got information on personal development, 21(10.2%) got information on research, 40(19.4%) got information on work, while 32(15.5%) of the respondents got information for academic purpose.

On information dissemination via, “**print media**”: 73(35.4%) of the respondents got information on COVID-19, 30(14.6%) got information on personal development, 40(19.4%) got information on research, 12(5.8%) got information on work, while 51(24.8%) got information for academic purpose.

On information dissemination via, “**multimedia**”: 72(35.0%) of the respondents got information on COVID-19, 18(8.7%) got information on personal development,

40(19.4%) got information on research, 26(12.6%) got information on work, while 50(24.3%) of the respondents got information for academic purpose.

On information dissemination via, “**social media**”: 90(43.7%) of the respondents got information on COVID-19, 23(11.2%) got information on personal development, 23(11.2%) got information on research, 31(15.1%) got information on work, while 40(19.4%) got information for academic purpose.

On information dissemination via, “**email**”: 29(14.1%) got information on COVID-19, 20(9.7%) got information on personal development, 39(18.9%) got information on research, 68(33.0%) got information on work, while 50(24.3%) of the respondents got information for academic purpose.

On information dissemination via, “**blogs**”: 50(24.3%) of the respondents got information on COVID-19, 42(20.4%) got information on personal development,

52(25.2%) got information on research, 28(13.6%) got information on work, while 34(16.5%) of the respondents got information for academic purpose.

On information dissemination via, “**repositories**”: 21(10.2%) of the respondents got information on COVID-19, 49(23.8%) got information on personal development, 55(26.7%) got information on research, 35(17.0%) got information on work, while 46(22.3%) of the respondents got information for academic purpose.

The various media helped to meet the information needs of the respondents at health, personal development, research, work and at the level of academic purposes. Libraries should begin to consider incorporating and upgrading these media for the provision of digital resources and services to their users.

Research Question 3: What information sources were used by library users to satisfy their information needs?

Table 4: Percentage analysis showing different information sources used by library users to satisfy their information needs

S/N	Item	COVID-19		Personal Development		Research		Work	
		F	%	F	%	F	%	F	%
1	WHO (World Health Organization)	96	46.6%	26	12.6%	35	17.0%	49	23.8%
2	Federal Ministry of Health	92	44.7%	18	8.7%	45	21.8%	51	24.8%
3	National Center for Disease Control (NCDC)	79	38.3%	12	5.8%	52	25.2%	63	30.6%
4	Google	103	50.0%	14	6.8%	69	33.5%	20	9.7%
5	Facebook	100	48.5%	26	12.6%	35	17.0%	45	21.8%
6	WhatsApp	95	46.1%	56	27.2%	8	3.9%	47	22.8%
7	Instagram	97	47.1%	64	31.1%	15	7.3%	30	14.6%
8	Telegram	86	41.7%	50	24.3%	42	20.4%	28	13.6%
9	Twitter	80	38.8%	44	21.4%	35	17.0%	46	22.3%
10	YouTube	93	45.1%	36	17.5%	42	20.4%	34	16.5%
11	Online (others)	103	50.0%	20	9.7%	55	26.7%	28	13.6%
12	Print	84	40.8%	21	10.2%	78	37.9%	23	11.2%
13	Databases	62	30.1%	43	20.9%	55	26.7%	46	22.3%

Table 4, item 1 revealed that 96(46.6%) of the respondents satisfied their COVID-19 information needs through sources from **WHO**, 26(12.6%) satisfied their personal

development information needs through same source, 35(17%) satisfied their research information needs and 49(23.8%) satisfied their work information needs.

Item 2 revealed that 92(44.7%) of the respondents satisfied their COVID-19 information needs through sources from **Federal Ministry of Health**, 18(8.7%) satisfied their Personal development information needs through same source, 45(21.8%) satisfied their research information needs and 51(24.8%) satisfied their work information needs.

Item 3 revealed that 79(38.3%) of the respondents satisfied their COVID-19 information needs through sources from **National Centre for Disease Control (NCDC)**, 12(5.8%) satisfied their personal development information needs through same source, 52(25.2%) satisfied their research information needs and 63(30.6%) satisfied their work information needs.

Item 4 revealed that 103(50.0%) of the respondents satisfied their COVID-19 information needs using **Google**, 14(6.8%) satisfied their personal development information needs through same source, 69(33.5%) satisfied their research information needs and 20(9.7%) satisfied their work information needs.

Item 5 revealed that 100(48.5%) of the respondents satisfied their COVID-19 information needs via **Facebook**, 26(12.6%) satisfied their personal development information needs through same source, 35(17%) satisfied their research information needs and 45(21.8%) satisfied their work information needs.

Item 6 revealed that 95(46.1%) of the respondents satisfied their COVID-19 information needs through **Whatsapp**, 56(27.2%) satisfied their personal development information needs through same source, 8(3.9%) satisfied their research information needs and 47(22.8%) satisfied their work information needs.

Item 7 revealed that 97(47.1%) of the respondents satisfied their COVID-19 information needs using **Instagram**, 64(31.1%) satisfied their personal

development information needs through same source, 15(7.3%) satisfied their research information needs and 30(14.6%) satisfied their work information needs.

Item 8 revealed that 86(41.7%) of the respondents satisfied their COVID-19 information needs using **Telegram**, 50(24.3%) satisfied their personal development information needs through same source, 42(20.4%) satisfied their research information needs and 28(13.6%) satisfied their work information needs.

Item 9 revealed that 80(38.8%) of the respondents satisfied their COVID-19 information needs using **Twitter**, 44(21.4%) satisfied their personal development information needs through same source, 35(17%) satisfied their research information needs and 46(22.3%) satisfied their work information needs.

Item 10 revealed that 93(45.1%) of the respondents satisfied their COVID-19 information needs using **YouTube**, 36(17.5%) satisfied their personal development information needs through same source, 42(20.4%) satisfied their research information needs and 34(16.5%) satisfied their work information needs.

Item 11 revealed that 103(50.0%) of the respondents satisfied their COVID-19 information needs using **Online(others)**, 20(9.7%) satisfied their personal development information needs through same source, 55(26.7%) satisfied their research information needs and 28(13.6%) satisfied their work information needs.

Item 12 revealed that 84(40.8%) of the respondents satisfied their COVID-19 information needs using **Print**, 21(10.2%) satisfied their personal development information needs through same source, 78(37.9%) satisfied their research information needs and 23(11.2%) satisfied their work information needs.

Item 13 revealed that 62(30.1%) of the respondents satisfied their COVID-19 information needs using **Databases**, 43(20.9%) satisfied their personal development information needs through same source, 55(26.7%) satisfied their research information needs and 46(22.3%) satisfied their work information needs.

There is an indication that respondents know where to get reliable information on COVID-19 such as WHO, Federal Ministry of Health and National Centre for Disease Control (NCDC) websites. Also, Google is a common

search engine which students should be encouraged and trained to use. Social media platforms have been proven to be indispensable tools for information dissemination and libraries should not be reluctant to embrace them. Libraries should continuously increase their online presence. Libraries should ensure that their users can access the various subscribe databases via their websites.

Research Question 4: What was the level of satisfaction of the library users with the resources available?

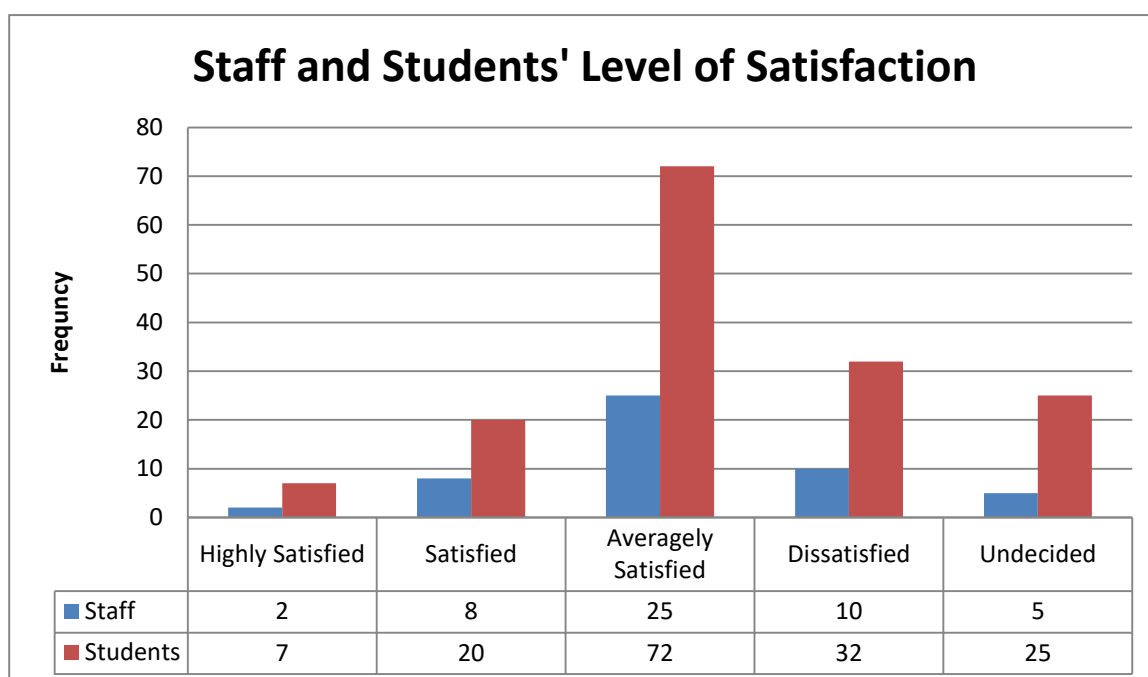


Figure 3: Bar chart analysis showing the level of satisfaction of library users with the resources available

Figure 4 revealed that 2(4%) of the staff and 7(4%) of the students were highly satisfied, 8(16%) of the staff and 20(13%) of the students were satisfied, 25(50%) of the staff and 72(46%) of the students were averagely satisfied, 10(20%) of the staff and 32(21%) of the students were dissatisfied, while 5(10%) of the staff and 10(16%) of the students were undecided.

Libraries should endeavour to improve their users' satisfaction through making available quality digital resources and creating awareness of such resources. Quality digital library services should not also be compromised. In fact, quality should be the watchword of every library online.

Research Question 5: How can library improve its services?

Table 5: Percentage analysis showing suggestions for improvement of library services

a) Staff					
S/N	Item	Respondents' Level of Agreement			
		Yes		No	
		F	%	F	%
1	Creating awareness on the online resources available in the library	50	100.0	-	-
2	Increasing the collection of free e-books available for staff	50	100.0	-	-
3	By improving the effectiveness and efficiency of library websites.	50	100.0	-	-
4	By engaging more social media platforms in disseminating information.	50	100.0	-	-
5	Improving generally on internet connectivity in the nation.	50	100.0	-	-
6	Improving generally on power supply in the nation	50	100.0	-	-
7	Subsidy by the government on data	50	100.0	-	-

b) Students					
S/N	Item	Respondents' Level of Agreement			
		Yes		No	
		F	%	F	%
1	Creating awareness on the online resources available in the library	50	100.0	-	-
2	Increasing the collection of free e-books available for staff	50	100.0	-	-
3	By improving the effectiveness and efficiency of library websites.	50	100.0	-	-
4	By engaging more social media platforms in disseminating information.	50	100.0	-	-
5	Improving generally on internet connectivity in the nation.	50	100.0	-	-
6	Improving generally on power supply in the nation	50	100.0	-	-
7	Subsidy by the government on data	50	100.0	-	-

In Table 5, item 1 revealed that all (100.0%) respondents agreed that creating awareness of available online resources can improve its services. Item 2 revealed that all (100.0%) respondents agreed that making free e-books available on library websites for staff and students can improve its services. Item 3 revealed that all (100.0%) respondents agreed that improving the effectiveness and efficiency of library websites can improve its services. Item 4 revealed that all (100.0%) respondents agreed that engaging more social media platforms in disseminating information can help improve library services. Item 5 revealed that all (100.0%) respondents agreed that improving generally

on internet connectivity in the nation can help improve library services. Item 6 revealed that all (100.0%) respondents agreed that improving generally on power supply in the nation can help improve library services. Item 7 revealed that all (100.0%) respondents agreed that if the federal government can help to subsidize cost of data, it will lead to improvement of library services.

Discussion

Information is a basic need because every individual needs information to survive. Information needs varies from a person to another through time and circumstances. For

instance, due to COVID 19 pandemic information needs of most people shifted to curb the spread of the disease. The dichotomy existing between staff and students was bridged as they both had very similar information needs. Everyone needed information, whether staff or students on how to curb the spread of the disease. The pandemic caused much fear and anxiety, however, in the midst of all these, individual still needed information for self-development, research and work indicating that life cannot be static and information is vital to life.

The pandemic brought to limelight the importance of social media in information dissemination. As a result of the lockdown individuals resorted to social media platforms and other online sources to meet their information needs corroborating IFLA (2020) statement on why there is a need for libraries to mobilize more free online resources and strengthen their online presence. In particular, Google is again found useful for research and self-development while e-mail has been very useful for work purposes.

The health sector globally worked tirelessly to curb the pandemic and for safety of citizens. This explains why they (WHO; Federal Ministry of Health and National Centre for Disease Control) became the major sources of information on the pandemic

Before this time very few libraries in Nigeria had online presence. With a very fast speed library services is shifting towards online through their websites which is one major effect of the pandemic.

Conclusion and Recommendations

It is a common saying that if you fail to plan for the future you planned to fail. Libraries in general failed to plan against any pandemic, therefore COVID 19 took them unawares. Their operations were interrupted leading to poor user services. However, libraries are

now reinforcing and shifting towards providing their services online. At this rate it will come to a point when libraries will become paperless. Online library platforms are been created for resources and service delivery. This calls for acquisition of sophisticated equipment for smooth transition to website based library services. Central to this development is improved funding to accommodate all the technologies needed for this paradigm shift. Finally, all stakeholders must deliberate on how to reach the rural areas with ICT for inclusive and holistic library services.

References

- Adelakun, I. S. (2020). Coronavirus (COVID-19) and Nigerian education system: Impacts, management, responses, and way Forward, DOI: [10.31058/j.edu.2020.34009](https://doi.org/10.31058/j.edu.2020.34009)
- Aymanns, C., Foerster, J., & Georg, C. (2017). Fake news in social networks. *SSRN Electronic Journal*. doi:10.2139/ssrn.3023320
- Ebohon, O., Obienu, A., Irabor, F., Amadin, F & Omoregie, E. (2021). Evaluating the impact of COVID 19 pandemic lockdown on education in Nigeria: Insights from teachers and students on virtual/online learning. *Bulletin of the National Research Centre*, 76(2021) <https://bnrc.springeropen.com/articles/10.1186/s42269-021-00538-6>
- Eze, U N.; Sefotho, M. M.; Onyishi, C. N & Eseadi, C. (2021). Impact of COVID-19 pandemic on education in Nigeria: Implications for policy and practice of e-learning. *Library Philosophy and Practice* (e-journal). 5651 <https://digitalcommons.unl.edu/libphilprac/5651>
- IFLA (2020), *COVID-19 and the Global Library Field*. Retrieved 31/03/2020 from <https://www.ifla.org/covid-19-and-libraries>
- Lindzon, J. (2020). School closures are starting, and they'll have far-reaching economic impacts. *Fast Company*. Retrieved 31/04/2021 from <https://www.fastcompany.com/90476445/school-closures-are-starting-and-theyll-have-far-reaching-economic-impacts>
- Masters in Public Health Online(2020) Outbreak: 10 of the worst pandemic in history

<https://sr.ithaka.org/our-work/covid-19/#Libraries>

National Digital Library of India (2020). COVID-19 Lockdown not to affect your study. Study through National Digital Library of India. <https://ndli.iitkgp.ac.in> Nigeria Centre for Disease Control (2020). <https://ncdc.gov.ng>

Nigeria Centre for Disease Control (NCDC) (October, 2020). Confirmed COVID-19 Cases in Nigeria by State <https://covid19.ncdc.gov.ng/14th>

Obiakor, T., & Adeniran, A. P. (2020). Covid-19: Impending situation threatens to deepen Nigeria's education crisis. *Centre for the study of the Economies of Africa (CSEA)*. Retrieved from <https://media.africaportal.org/documents/COVID19-ImpendingSituation-Threatens-to-Deepen-Nigerias-Education-.pdf>

Ogunode, N. J.(2020). Effects of COVID-19 Schools Close Down on Academic Programme of Senior Secondary Schools in Abaji Area Council of Federal Capital Territory Abuja, Nigeria. *Electronic Research Journal of Social Sciences and Humanities* 2 (II), 84-94,

SSRN: <https://ssrn.com/abstract=3576048> or <http://dx.doi.org/10.2139/ssrn.3576048>

Ojobor, R.C, Babarinde, E.T & Ezech, G.S (2021). Role of Librarians in disseminating information resources on public health issues in post-covid-19 in Enugu State. *Trend in Libraries, Information Science and Technology (TLIST)*.1(1), 43-52.

World Health Organization (2019). *Coronavirus disease (COVID-19) Pandemic* <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

World Health Organisation (2020), Coronavirus diseases 2019 (COVID 19), situational report - 66, 28th March 2020. <https://www.who.int/docs/pdf>

Worldometre (2020). Countries where COVID-19 has spread

<https://www.worldometers.info/coronavirus/countries-where-coronavirus-has-spread/>

Zar, H. J., Dawa, J., Fischer, G. B., & Castro-Rodriguez, J. A. (2020). Challenges of COVID-19 in children in low-and middle-income countries. *Paediatric Respiratory Reviews*, 35, 70-74