

SURVEY OF NEW LIBRARY POLICIES, PROGRAMMES AND SERVICES DESIGNED TO MITIGATE COVID -19 PANDEMIC IN NIGERIAN UNIVERSITY LIBRARIES

By

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Abstract

This research investigated New Library Policies, Programmes and Services Designed to Mitigate COVID-19 Pandemic in Nigerian University Libraries. The study adopted descriptive survey research design. The target population was the librarians working in the 11(eleven) private university libraries in Ogun State, Nigeria. Random sampling technique was used to select six (6) of the 11(eleven) private university libraries, total enumeration sampling method, a type of purposive sampling technique was adopted to select the sample size of 34, constituting all the librarians working in the six (6) university libraries selected for the study. Questionnaires were administered to all the 34, out of which 27 representing 79 % rate were retrieved and found usable for the analysis. Using the Statistical Package for Social Science (SPSS Version 24.0.0.0), data collected were analysed using descriptive statistics of mean, standard deviation, frequency count and percentage, in cognizance of the objectives of the research. Findings showed that new library policies, services, and programmes designed to mitigate COVID-19 pandemic were effective. The study concluded that libraries must continue to rejigger their library services to steer the new normal library environment and continue to be proactive drawing new policies and programmes to manage developments as the COVID-19 situation evolve and recommended that libraries should readjust library services to be more dynamic in library services delivery, giving more attention to digital library services and remodeling library operations.

Keywords: COVID-19 Pandemic; New Academic services; New Academic policies; New Academic programmes; Private university libraries- Nigeria

Introduction

In recent time and for the very first time, the world experienced a pandemic that brought it to a halt, crumbling economic, religious, and academic activities, to make it most awful rendered many jobless across the globe. The COVID-19 virus was first diagnosed and reported in Wuhan, China, in December 2019. It quickly became an epidemic disease rapidly spreading to persons within a short period, time. As they grapple to understand the characteristics of the virus, while striving to curtail its spread, it took on the status of a pandemic spreading through human populations across a large region from Wuhan to other cities.

According to the World Health Organization (2020), COVID 19 is an infectious disease caused by a newly discovered type of coronavirus. This virus is transmitted primarily by taking in droplets from an infected person(s). It could be saliva or discharge from the nose when an infected person coughs or sneezes, there are no specific vaccines for COVID 19. As at the time of this study (1st October 2020) the world has recorded 33,997,825 Confirmed cases and 1,014,588 Deaths .(John Hopkins University).While the Nigerian centre for decease control data puts the number of confirmed cases at 58, 848, and 1,112 Deaths.

In Nigeria, On Monday, 23rd march , 2020 the ministry of education and the National University Commission, in response to the surging wave of the COVID-19 pandemic across Nigeria shut down academic activities at all levels forcing them to move teaching and learning activities online. Ifijeh and Yusuf (2020) opined that the outbreak of the COVID-19 pandemic has given a new definition to the narrative on the education scenery worldwide. They stressed that Nigerian academic institutions are most affected owing to poor basic facilities to move learning online. This development left librarians with no choice other than to move their services online, especially for the users.

IFLA (2020) avers that libraries and librarians are drawing on experience across the globe and are confronted with the problem of services to provide to users amid the pandemic because the choice to limit services or close a library is a hard one and needs to be made following an appraisal of the risks. According to Yusuf and Gatiti (2020), librarians' role amid a pandemic includes promoting public health consciousness by collecting and propagating information on preventive measures, supporting researchers and faculty by providing information concerning the most recent progress, research, literature and meeting the needs of library patrons. This role includes preservation and documentation of how the libraries managed the pandemic and preserve these for posterity through publication in quality journal.

IFLA (2020), opined that in reopening the libraries safety should be a major concern. In this situation, libraries are starting to make plans for steady reopening when rules, permissions, library buildings, and resources themselves permit this to happen safely. Making an essential amendment to library policies, (patron behavior policies, meeting room policies, collection development policies, etc.) carrying out a risk assessment, have a written plan in place, focused both on library activities and the broader situation are all essential requirements before reopening amid the COVID19 pandemic. Bach home in Nigeria, Anunobi, (2020) advised librarians to write situational papers on development on COVID-19 in the Nigerian libraries scenery. It is in light of this that the study surveyed new academic library policies, programmes and services designed to mitigate the COVID-19 pandemic in private university libraries in Ogun state, Nigeria as a way to report, documents and preserve how Nigerian libraries managed the epic pandemic and importantly, appraise the effectiveness of the new academic libraries policies, programmes and services designed to mitigate the COVID-19 pandemic in Nigeria.

Objectives of the Study

The main aim of the study is to survey the new academic library policies, programmes and services designed to mitigate COVID-19 Pandemic. The specific objectives are as follow:

1. To determine the new policies drawn by university libraries to mitigate COVID-19 pandemic
2. To find out the new services designed to mitigate COVID- 19 pandemic by the university libraries.
3. To identify the new library programmes designed to mitigate COVID- 19 pandemic by the university.

Research Questions

1. What are the new policies drawn by university libraries to mitigate the pandemic?
2. What are the new services designed to mitigate the COVID-19 pandemic by the university libraries?
3. What are the new programmes designed to mitigate COVID- 19 pandemic by the university libraries?

Literature Review

According to IFLA (2020), Coronavirus is an infectious disease caused by a recently discovered strain of coronavirus. The World Health Organization (2020) stated that people infected with the COVID-19 virus would experience respiratory ill health. The elderly and people with underlying medical problems like heart disease and other illnesses are more prone to develop severe illness when they contract the COVID-19 virus. According to the National Centre for Disease Control (2020), the first COVID-19 case in Nigeria was diagnosed and documented on 27th February 2020 in Lagos. COVID-19 is caused by a virus that spreads through droplets released when an infected person coughs or sneezes. A person can become infected with this new coronavirus by being in close contact (within 2 metres) with a person infected with COVID-19. Infection can also spread by touching a surface that an infected person coughed or sneezed on.

Kose, Naglep, Ohnsorge and Sugaw (2020) opined that COVID-19 had delivered a colossal global shock, leading to steep recessions in several countries. The baseline forecast envisions a 5.2 percent contraction in global GDP in 2020, the deepest global recession in recent history. The pandemic highlights the pressing need for policy action to mitigate its consequence, protect vulnerable populations, and improve countries' capacity to cope with related future events, Nicola, Alsafi, Sohrabi, Kerwan, Al-Jabir, Iosifidis, Agha, and Agha, (2020) opined that with fears of another recession and financial collapse, times like these call for resilient and strong leadership in healthcare, business, government, and broader society.

Yousuf Al and Gatiti (2020) explained that information needs subsist in all crisis and urge librarians to prepare to meet this need, whether it is for COVID-19 or something else. They concluded that although social distancing is an excellent approach to stop the spread of the COVID-19 virus, information access to library patrons remains a social responsibility of library and information science professionals. While, IFLA (2020) outline the programmes and activities the library needs to put in place before reopening. These include setting limits on the numbers of users using the library at any one time, and establishing how to enforce these (for example through advanced booking, ticketing, or using other means of counting numbers of users), as well as preventing situations where people may gather together, for example, using one-way systems, limiting furniture, keeping reading rooms closed, or continuing to postpone programming, and keeping toilets closed etc.

According to AFLIA (2020), libraries and librarians can show good preventative measures for COVID-19 by making available hand-washing amenities and alcohol-based sanitizers at the Library's entrance, organizing a demonstration of how to effectively wash hands from elbows down to the fingers, in-between fingers, and under the nails, making available facemasks to Library users, while enforcing social distancing policy of at least 1 metre (3 feet), and in severe cases, Libraries may be closed down to users and provide innovatory virtual services for library patrons to continue having access to Library services, remotely. Poole,(2020) stated that growing numbers of library and knowledge services are now adapting their working policies to maintain their service while following the expert advice being offered to reduce the spread of coronavirus amongst their patrons. Jæger and Blaabæk (2020) indicated that academic institutions moved teaching and learning online amid the Covid-19 pandemic, while electronic information materials from libraries made sources available to users.

On the Nigerian scene, Ifijeh and Yusuf (2020) argued that the need to be innovative in the provision of library services should form the primary focus of librarians in higher institutions of learning such as the university. This is to ensure their relevance in the post-Covid-19 era. They stressed that librarians should build up new proficiency tailored towards redirecting library service in support of learning in a virtual environment. Awala-Ale (2020) reported that most libraries were woefully unprepared for the COVID-19 crisis, though some Nigerian libraries were able to migrate and function in the digital environment seamlessly, most Nigerian academic libraries were stalled. While the Ishola, el ta (2020) hearken on the need for Nigerian

libraries to embrace the change in the global architecture of library services in the wake of the COVID-19 pandemic and make their e-resources remotely accessible to users. While Adekeke (2020), avers that libraries will have to update cleaning policies to include: regular cleaning and decontamination of door handles, elevator buttons, computer input devices, OPAC stands, etc., to mitigate the pandemic. However, in Nigeria, there is dearth of comprehensive literature or study on new academic library policies, programmes and services designed to mitigate the COVID-19 pandemic, as well as the effectiveness of this new polices, programmes and services.. Consequently, this study surveyed new academic library policies, programmes and services designed to mitigate COVID-19 pandemic in Nigeria in private universities in Ogun State, because most public universities were totally shut down during the pandemic, with little or no activities going in their libraries as members of Academic Staff Union of Universities were also on strike during and even after the lockdown.

Methodology

The study adopted a descriptive survey research design of the case study type. According to Oyadonghan and Dime (2020), this is a method of data collection using questionnaire or interview to collect data from a sample that has been selected to represent a population to which the findings of the data analysis can be generalized. The target population was the librarians working in the 11(eleven) private University libraries in Ogun state, Nigeria. Random sampling technique was used to select six (6) of the 11(eleven) private university libraries, total enumeration sampling method, a type of purposive sampling technique was adopted to select the sample size of 34 constituting all the librarians working in the six (6) university libraries selected for the study. Questionnaires were administered to all 34 of them out of which 27 representing 79 percent response rate were retrieved and found usable for the analysis. Using the Statistical Package for Social Science (SPSS Version 24.0.0.0), data collected were then analysed using descriptive statistics of mean, standard deviation, frequency count and percentage, in cognizance of the objectives of the research. Specifically, to establish the effectiveness of these new polices, programmes and services designed to mitigate the COVID-19 pandemic in Nigeria, a test of the norm was conducted and the results enabled the researcher to draw useful conclusions.

Results

<i>Variable</i>	<i>Frequency</i>	<i>Percentage</i>
<i>Name of Institutions</i>		
<i>Bells University</i>	3	11.1%
<i>Chrisland University</i>	2	7.4%
<i>Covenant University, Sango, Ota</i>	15	55.6%
<i>Crawford University</i>	1	3.7%
<i>McPherson University</i>	3	11.1%
<i>Mountain Top University</i>	3	11.1%
<i>Age</i>		
26-35	4	14.8%
36-45	16	59.3%
46 and Above	7	25.9%
<i>Academic Qualification</i>		
<i>Ph.D.</i>	3	11.1%
<i>M.LIS</i>	23	85.2%
<i>BLIS</i>	1	3.7%
Total	27	100.0%

The result of the demographics shows that most of the respondents were drawn from the Covenant University Sango Ota, Ogun State, Nigeria, and the study is largely dominated by respondents who possesses Master's Degree in Library and Information Science (MLIS) who are largely between the age bracket of 36-45

Table 1: New library policies drawn by the library to mitigate the pandemic

S/N	Variables	SA (%)	A (%)	D (%)	SD (%)		Std.Dev
1.	Policy on new library opening hours and criteria for closure	0(0%)	17(63.0%)	6(22.2%)	4(14.8%)	2.48	.753
2.	Policy on staff working from home and embarking on leave	0(0%)	10(37.0%)	12(44.4%)	5(18.5%)	2.19	.736
3.	Policy on the use of infrared thermometer for temperature checks at the entrance of the library	1(3.7%)	4(14.8%)	15(55.6%)	7(25.9%)	1.96	.759
4.	Policy on new procedures or cross-training, so that others can take over when their colleagues falls sick	1(3.7%)	11(40.7%)	9(33.3%)	6(22.2%)	2.26	.859
5.	Policy on the number of users who can come in at a time.	0(0%)	8(29.6%)	13(48.1%)	(22.2%)	2.07	.730
6.	Policy on suspending library programs	1(3.7%)	7(25.9%)	13(48.1%)	6(22.2%)	2.11	.801
7.	Policy on the provision of facemasks and gloves along with the training of employees in their removal and discarding.	6(22.2%)	7(25.9%)	8(29.6%)	6(22.2%)	2.48	1.087
8.	Policy on the continuous provision of information services for users and the public, such as digital reference, online materials access, and expansion of other online resources	6(22.2%)	10(37.0%)	7(25.9%)	4(14.8%)	2.67	1.000
9.	Policy on minimal restrictions to full closure	3(11.1%)	10(37.0%)	10(37.0%)	4(14.8%)	2.44	.892
10.	Policy on standards for the cleaning of restrooms	1(3.7%)	17(63.0%)	5(18.5%)	4(14.8%)	2.56	.801
11.	Policy on a communication plan for reaching employees and for communicating with the public.	0(0%)	15(55.6%)	8(29.6%)	4(14.8%)	2.41	.747
12.	Policy on adjustment of the information needs of people in the community who rely on library resources.	0(0%)	12(44.4%)	9(33.3%)	6(22.2%)	2.22	.801

13.	<i>Policy on educating the public in advance on epidemic</i>	0(0%)	15(55.6%)	8(29.6%)	4(14.8%)	2.41	.747
14.	<i>Policy on reopening of the library amid the pandemic</i>	4(14.8%)	11(40.7%)	8(29.6%)	4(14.8%)	2.56	.934
15.	<i>policy on post pandemic era</i>	0(0%)	16(59.3%)	7(25.9%)	4(14.8%)	2.44	.751
16.	<i>Policy on recognition of other library cards to permit people to use the closest library to them.</i>	0(0%)	13(48.1%)	9(33.3%)	5(18.5%)	2.30	.775
17.	<i>Policy on opening up library content to unregistered users.</i>	0(0%)	8(29.6%)	14(51.9%)	5(18.5%)	2.11	.698
<i>Grand mean =39.67; std. dev = 13.871;</i>							

RQ 1: What are the new library policies drawn by the library to mitigate the pandemic?

Table 1 shows the new library policies drawn by libraries to mitigate the pandemic. The table (Table 1) reveals that some of the most potent policies put in place by the libraries include: Policy on provision of information services for the public (= 2.67; std.dev. = 1.000) followed by Policy on standards for the cleaning of restrooms (= 2.56; std.dev. = .801); Policy on reopening of the library amid the pandemic (= 2.56; std.dev. = .934). To be able to ascertain the effectiveness of these policies, a test of the norm was conducted, and the result indicated that 1-22.67 is low, 22.68-45.33 is moderate while 45.34-68 is high. The overall mean of the new library policies drawn by libraries to mitigate the pandemic is 39.67, which falls with a scale of 22.68-45.33. Thus, it can be concluded that the new library policies drawn by libraries to mitigate the pandemic are fairly effective. This result is further validated by the value of the weighted mean, which stood at 2.33, 9 out of the total 17 items have their mean values above the weighted mean value, thereby constituting 52.9% of the total items. These findings are supported by Adekeke (2020), who avers that libraries will have to Update cleaning policies to include: regular cleaning and decontamination of Door handles, Elevator buttons, Computer input devices, OPAC stands, etc., to mitigate the pandemic. These findings agree with Poole,(2020) who opined that growing numbers of library and knowledge services are now adapting their working policies to maintain their service while following the expert advice being offered to reduce the spread of coronavirus amongst their patrons. These findings agree with Kose, Naglep, Ohnsorge and sugaw (2020) that the COVID-19 pandemic highlights the pressing need for policy action to mitigate its consequence.

Table 2: New library services drawn to mitigate the pandemic

S/N	Variables	SA (%)	A (%)	D (%)	SD (%)	Std.Dev
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1.	Share COVID-19 resources and information via websites linked to the NCDC, WHO, and local/state health Department	3(11.1%)	17(63.0%)	7(25.9%)	0(0%)	2.85	.602
2.	Open social media platforms like Facebook and other online forums as spaces for people to share and learn.	3(11.1%)	18(66.7%)	6(22.2%)	0(0%)	2.89	.577
3.	Home Delivery library Services	0(0%)	16(59.3%)	11(40.7%)	0(0%)	2.59	.501
4.	Local-language videos on staying safe during the COVID-19 towards the improvement of health literacy	0(0%)	7(25.9%)	16(59.3%)	4(14.8%)	2.11	.641
5.	Helping patrons understand the medical terminology being used.	0(0%)	6(22.2%)	19(70.4%)	2(7.4%)	2.15	.534
6.	Create awareness of disinformation using neutral sources like News Guard that are gathering and debunking myths	2(7.4%)	5(18.5%)	18(66.7%)	2(7.4%)	2.26	.712
7.	Set up a webinar to support efforts to share ideas on how to use social media platforms and ICT tools to learn effectively	1(3.7%)	10(37.0%)	16(59.3%)	0(0%)	2.44	.577
8.	Invest time and effort in updating websites and computer systems to deal with demand.	1(3.7%)	9(33.3%)	17(63.0%)	0(0%)	2.41	.572
9.	Setting a timetable for seeing to the critical needs of the library facility if the library is closed for a long-time	0(0%)	6(22.2%)	18(66.7%)	3(11.1%)	2.11	.577
10.	Promoting virtual exhibitions	0(0%)	18(66.7%)	9(33.3%)	0(0%)	2.67	.480
11.	Promoting digital library content that can be used to support education	7(25.9%)	17(63.0%)	3(11.1%)	0(0%)	3.15	.602
12.	Offers tips for staying healthy and reminders on services the library offers that can be accessed remotely.	7(25.9%)	13(48.1%)	7(25.9%)	0(0%)	3.00	.734

13.	<i>Providing free eBooks to users</i>	2(7.4%)	18(66.7%)	7(25.9%)	0(0%)	2.81	.557
14.	<i>Especially provide information on self-isolating for those returning to campus</i>	2(7.4%)	7(25.9%)	16(59.3%)	2(7.4%)	2.33	.734
15.	<i>Putting digital content on strategic places on the library website</i>	2(7.4%)	14(51.9%)	11(40.7%)	0(0%)	2.67	.620
16.	<i>Highlighting content focused on learning new skills</i>	5(18.5%)	16(59.3%)	6(18.5%)	0(0%)	2.96	.649
17.	<i>Accelerate library shift to providing a digital offer.</i>	5(18.5%)	12(44.4%)	10(37.0%)	0(0%)	2.81	.736
18.	<i>Building new APPs</i>	3(11.1%)	5(18.5%)	8(29.6%)	11(40.7%)	2.00	1.038
19.	<i>Running online book clubs</i>	3(11.1%)	4(14.8%)	9(33.3%)	11(40.7%)	1.96	1.018
20.	<i>Promote online campaign encouraging people across the country to read more online.</i>	2(7.4%)	14(51.9%)	11(40.7%)	0(0%)	2.67	.620
21.	<i>Reinforced users' activities on social media. Like 'ask a librarian' sessions,.</i>	0(0%)	16(59.3%)	11(40.7%)	0(0%)	2.59	.501
22.	<i>Promoting local language content on the pandemic through social networks</i>	0(0%)	12(44.4%)	13(48.1%)	2(7.4%)	2.37	.629
23.	<i>Promoting access to library digital content with a focus on health information</i>	0(0%)	16(59.3%)	11(40.7%)	0(0%)	2.59	.501
24.	<i>Create new virtual services like 'bibliotherapy' as a means of helping users through the crisis.</i>	0(0%)	18(66.7%)	9(33.3%)	0(0%)	2.67	.480
25.	<i>Receiving useful coverage in the local press for COVID19 Mitigation library services</i>	0(0%)	12(44.4%)	15(55.6%)	0(0%)	2.44	.506
26.	<i>Provide and promote information materials in a format that allows staff who are parents to support their children's learning at home</i>	0(0%)	19(70.4%)	8(29.6%)	0(0%)	2.70	.465
27.	<i>Suggesting tools and information materials to</i>	0(0%)	16(59.3%)	11(40.7%)	0(0%)	2.59	.501

	<i>users during the period of lockdown.</i>						
28.	<i>Launched virtual platforms to continue to support reading among patrons</i>	2(7.4%)	13(48.1%)	10(37.0%)	2(7.4%)	2.56	.751
29.	<i>Create packs of digital resources for users</i>	4(14.8%)	15(55.6%)	8(29.6%)	0(0%)	2.85	.662
30.	<i>Putting library and information literacy instruction online</i>	3(11.1%)	12(44.4%)	12(44.4%)	0(0%)	2.67	.679
31.	<i>Providing a remote lending service for researchers giving access to on-line resources</i>	2(7.4%)	13(48.1%)	12(44.4%)	0(0%)	2.63	.629
32.	<i>Organizing virtual party of readings</i>	2(7.4%)	9(33.3%)	12(44.4%)	4(14.8%)	2.33	.832
33.	<i>Boost access to eBooks</i>	1(3.7%)	10(37.0%)	7(25.9%)	9(33.3%)	2.11	.934
34.	<i>Creating a new app, with new features like freely available content</i>	0(0%)	8(29.6%)	11(40.7%)	8(29.6%)	2.00	.784
35.	<i>Reassigning budgets to pay for electronic content</i>	0(0%)	8(29.6%)	16(59.3%)	3(11.1%)	2.19	.622
36.	<i>Developing new training information materials for patrons to help them maximize the use of digital tools</i>	0(0%)	10(37.0%)	14(51.9%)	3(11.1%)	2.26	.656
37.	<i>Help for people needing to apply for benefits and micro-finances</i>	0(0%)	11(40.7%)	13(48.1%)	3(11.1%)	2.30	.669
38.	<i>Assist unemployed people or those that lost their jobs during the COVID-19 pandemic with new job outlet and placements</i>	0(0%)	9(33.3%)	15(55.6%)	3(11.1%)	2.22	.641
39.	<i>Putting existing services and activities online and inventing new ones</i>	0(0%)	18(66.7%)	8(29.6%)	1(3.7%)	2.63	.565
40.	<i>Encouraging users to access its podcasts</i>	0(0%)	15(55.6%)	8(29.6%)	4(14.8%)	2.41	.747
41.	<i>Online article request service</i>	0(0%)	15(55.6%)	11(40.7%)	1(3.7%)	2.52	.580
42.	<i>Developing tools to facilitate online discovery and evidence retrieval on the COVID-19 pandemic</i>	0(0%)	11(40.7%)	14(51.9%)	2(7.4%)	2.33	.620
43.	<i>Preparing posters to explain and increase</i>	4(14.8%)	7(25.9%)	14(51.9%)	2(7.4%)	2.48	.849

	<i>users understanding about the COVID-19 pandemic</i>						
44.	<i>Set up opportunities to contact librarians remotely</i>	1(3.7%)	11(40.7%)	12(44.4%)	3(11.1%)	2.37	.742
45.	<i>Use of email to provide access to resources and respond to users queries</i>	3(11.1%)	11(40.7%)	13(48.1%)	0(0%)	2.63	.688
46.	<i>Provide access to information resources through messaging services and social media</i>	8(29.6%)	7(25.9%)	12(44.4%)	0(0%)	2.85	.864
47.	<i>Recognizing each other's library cards to allow people to use the closest library to them</i>	1(3.7%)	7(25.9%)	13(48.1%)	6(22.2%)	2.11	.801
48.	<i>Opened up content to unregistered users,</i>	1(3.7%)	6(22.2%)	9(33.3)	11(40.7%)	1.89	.892
49.	<i>Offering of free internet connection to to users</i>	5(18.5%)	10(37.0%)	8(29.6%)	4(14.8%)	2.59	.971
50.	<i>Provide access to Zoom subscriptions for users</i>	4(14.8%)	9(33.3%)	10(37.0%)	4(14.8%)	2.48	.935
51.	<i>Preparation of new library guide</i>	2(7.4%)	5(18.5%)	19(70.4%)	1(3.7%)	2.30	.669
52.	<i>Provide guidelines offering clear ways of returning potentially contaminated books</i>	1(3.7%)	6(22.2%)	17(63.0%)	3(11.1%)	2.19	.681
53.	<i>Connect the community to accurate and reliable information</i>	1(3.7%)	5(18.5%)	20(74.1%)	1(3.7%)	2.22	.577
54.	<i>Providing pages with links to reliable information for users on COVIS-19</i>	1(3.7%)	9(33.3%)	16(59.3%)	1(3.7%)	2.37	.629
55.	<i>Set up innovative online services for users to continue having access to Library services and resources remotely.</i>	3(11.1%)	10(37.0%)	13(48.1%)	1(3.7%)	2.56	.751
56.	<i>Investing in more virtual content/licenses to provide more access for users</i>	6(22.2%)	8(29.6%)	13(48.1%)	0(0%)	2.74	.813
Grand mean =138.58; std.dev. =37.897							

RQ 2: What are the new services and programmes designed to mitigate the COVID-19 pandemic?

Table 2 describes the new services designed to mitigate the COVID-19 pandemic. As shown in the table (Table 2), some of the effective programmes and service put in place to mitigate the menace of the pandemic are: promoting library digital content that can be used to support

education (= 3.15; std.dev. = .602); offering tips for staying healthy and promotion of services the library could be provided without coming into the library building(= 3.00; std.dev. = .734); highlighting content focused on learning new skills (= 2.96; std.dev. = .649); open social media platforms like Facebook groups and virtual forums as spaces for people to share and learn (= 2.89; std.dev. = .577); create packs of digital resources for users (= 2.85; std.dev. = .662) among others.

To establish the effectiveness of these services, a test of the norm was conducted and the result indicated that 1-74.67 is low; 74.68-149.33 is fair/moderate while 149.34-226 is high. The overall mean of the new library services by libraries to mitigate the pandemic is 138.58, which falls with a scale of 74.68-149.33. Thus, it can be concluded that the new services and programmes designed to mitigate the COVID-19 pandemic are relatively significant. The result is further validated by the value of the weighted mean, which stood at 2.47. Only 30 out of the total 56 items have their mean values above the weighted mean, thereby constituting 53.57% of the total items. These findings synchronize with AFLIA (2020), which stated that Libraries might be closed down to the public and provide innovative virtual services for library patrons to continue having access to Library services, remotely. Yousuf Al and Gatiti, (2020) also agree with these findings that information access to library patrons remains a social responsibility of library and information science professionals. Hence they must be innovative in the provision of library services amid the pandemic. These findings are also in consonance with Ifijeh and Yusuf (2020) submission that to ensure their relevance in the post-Covid-19 era, librarians should build up new proficiency tailored towards redirecting library service in support of learning in a virtual environment.

Table 3: New library programmes designed to mitigate COVID- 19 pandemic

S/N	Variables	SA (%)	A (%)	D (%)	SD (%)		Std.Dev
1.	<i>Providing hand-washing facilities (soap and warm water) and alcohol-based sanitizers at the entrance to the Library</i>	11(40.7%)	13(48.1%)	3(11.1%)	0(0%)	3.30	.669
2.	<i>Train staff and equipping them with new proficiency skills and tools to work effectively and safely from home</i>	3(11.1%)	8(29.6%)	16(59.3%)	0(0%)	2.52	.700
3.	<i>Organizing regular demonstrations on how to properly wash hands physically and online</i>	2(7.4%)	7(25.9%)	18(66.7%)	0(0%)	2.41	.636
4.	<i>Keeping surfaces clean, including office equipment</i>	1(3.7%)	20(74.1%)	6(22.2%)	0(0%)	2.81	.483
5.	<i>Designating staff to watch out for sick users using the library and encourage them to recover if they are feeling ill before coming to the library</i>	1(3.7%)	12(44.4%)	12(44.4%)	2(7.4%)	2.44	.698

6.	<i>Collect information materials from reliable sources like NCDC, and WHO for users</i>	5(18.5%)	12(44.4%)	10(37.0%)	0(0%)	2.81	.736
7.	<i>Reconsidering programmes such as workshops</i>	3(11.1%)	10(37.0%)	9(33.3%)	5(18.5%)	2.41	.931
8.	<i>Making sure to enforce a social distancing policy of at least 1 metre (3 feet) and close study space</i>	3(11.1%)	6(22.2%)	15(55.6%)	3(11.1%)	2.33	.832
9.	<i>Making library spaces and equipment available for other activities</i>	4(14.8%)	4(14.8%)	18(66.7%)	1(3.7%)	2.41	.797
10.	<i>Implementing quarantine policies on returned books</i>	2(7.4%)	6(22.2%)	18(66.7%)	1(3.7%)	2.33	.679
11.	<i>Post-hand-washing reminders in the library, using the excellent set of posters from the NCDC</i>	3(11.1%)	4(14.8%)	18(66.7%)	2(7.4%)	2.30	.775
12.	<i>Put into practice plans to provide remote services, for example, virtual-learning and support to remote teaching</i>	5(18.5%)	5(18.5%)	17(63.0%)	0(0%)	2.56	.801
13.	<i>Space management to allow social distancing amongst staff and library users</i>	1(3.7%)	12(44.4%)	14(51.9%)	0(0%)	2.52	.580
14.	<i>Deploying professional staff information proficiency skills to support health and social services</i>	1(3.7%)	12(44.4%)	14(51.9%)	0(0%)	2.52	.580
Grand mean =35.67; std.dev. = 9.897							

RQ 3: What are the new library programmes designed to mitigate COVID-19 Pandemic?

Table 3 shows the new library programmes designed to mitigate the COVID-19 pandemic. It is shown in the table (Table 3) that some of the most productive new programmes designed to mitigate the pandemic are: providing hand-washing facilities (soap and warm water) and alcohol-based sanitizers at the entrance to the Library (= 3.30; std.dev. = .669); keeping surfaces clean, including office equipment (= 2.81; std.dev. = .483); gathering information resources from trusted and accurate sources like Medline Plus, NCDC and WHO for users (= 2.81; std.dev. = .7369); implementing plans to offer remote services for example eLending, eLearning, or support to remote teaching (= 2.56; std.dev. = .801); training staff and equipping them with new proficiency skills and tools to work effectively and safely from home (= 2.52; std.dev. = .700) among others.

To establish the effectiveness of these new programmes, a test of the norm was conducted, and the result indicated that 1-18.67 is low, 18.68-37.33 is fair/moderate while 37.34-56 is high. The overall mean of the new library programmes put in place by libraries to mitigate the

pandemic is 35.67 which falls with a scale of 18.68-37.33. Thus, it can be concluded that these new programmes designed to mitigate the COVID-19 pandemic are fairly productive. The result is further validated by the value of the weighted mean which was 2.55 in which only 4 out of the total 14 items have their mean values above the weighted mean, thereby constituting 28.57% of the total items. These findings align with IFLA (2020) which outlining among other things the programmes and activities that the library needs to put in place. While Ifijeh and Yusuf (2020) agree with these findings and also pointed out that most academic libraries in Nigeria have been trapped in this web. The need to be more intentional and dynamic in rendering library services and activities should form a primary focus of librarians especially in higher institutions of learning such as the university.

Conclusion

The study surveyed the new library policies, programmes and services designed to mitigate COVID-19 pandemic in Nigerian universities. Findings from the study indicated that the new library policies, services, and programmes designed to mitigate the COVID-19 pandemic were effective. Hence, libraries must continue to rejigger their services to steer the new normal library environment and continue to be proactive, drawing new policies and programmes to manage their library environment, products and services as the COVID-19 virus mutate with prevalent new variants across the world and with the attendant threats expected to persist without definite end insight.

Recommendations

1. Libraries should readjust their services and be more dynamic in service delivery, giving more attention to digital library services and remodeling library operations.
2. University managers should provide more funds for library managers to enable them provide the required infrastructure to drive new library services and programmes as necessitated by COVID-19 outbreak.
3. Libraries should continue to be dynamic, pragmatic and to draw new library policies, programmes and services to enable them maintain core services for their regular users as the COVID-19 situation evolves in Nigeria and across the globe.

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