



Transformation of Academic Library Services in Coronavirus Pandemic Era: The New Normal Approach

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ABSTRACT

The world social frameworks have been trembled with Coronavirus Disease (COVID-19) pandemic, irrespective of organization. The Covid-19 has fueled technology trends that continue to dominate daily life activities in various organisations and library services inclusive. Covid-19 has become a driving force that accelerates of technological adoption and usage in academic libraries. The adoption and use of ICTs for quality services delivery to clientele in academic libraries is germane especially in Covid-19 era. Libraries are saddled with responsibility to provide unrestricted access to information and resources at all times but libraries all over the world closed services to users due to Covid-19 pandemic. This paper examines transformation of academic library services towards information users' satisfaction in Covid-19 era. The paper discusses the history of Covid-19 and activities of sections in the academic library in terms of collections, services, spaces and operations in pandemic period. The paper explores the emerging role of social media in academic libraries in Covid-19 era. In addition, the paper covers new normal approaches to personnel security, social distancing, and sanitation of collections. Among recommendations are: creating a perfect environment where humans and robots can work together, and upgrading of library websites to serve as a primary path of interaction for library users.

Keywords: Academic library, Coronavirus, Library services, Social media, Transformation.

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I. Introduction

In early March 2020, Coronavirus Disease (COVID-19) pandemic blindsided all sectors and libraries inclusive. The Federal Government of Nigeria closed all institutions in early March in 2020 as a result of the spread of Covid-19 like their counterparts in advanced and developing countries. Series of efforts were put in place to ameliorate the spreading of the diseases among are human movements restrictions, inter-state movement restriction, banned social gathering and closure of hotels and tourism activities and other organisations. All these were targeted against the spreading of Covid-19. With little time to plan, managements closed libraries with their facilities to protect the safety of our patrons and employees. Thereafter, library managements decided to use online services only with the advice and restriction to work from home. Coronavirus is an ongoing pandemic of coronavirus disease that emerged and caused by the

transmission of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). Covid was first identified in December 2019 in Wuhan, China. The name was chosen to avoid stigmatizing the virus's origins in terms of populations, geography, or animal associations (WHO, 2020; The New York Times, 2020).

The Covid-19 affects all aspects of society and all dimensions of sustainable development. This paradigm shift exposes systemic inter-connectedness for everyone to see and that breaks boundaries (sectorial, institutional or even national) in terms of shortage in amenities. Covid-19 may be unique and unprecedented, but a global pandemic is not unanticipated. According to Tenu and Otto (2019) resistance to antibiotics is growing and human-wildlife crossovers are expanding. The melting of glaciers at the North Pole is likely to release millions of new bacteria that we have never been exposed to. It is obvious that library management and other stakeholders must be on their toes and be proactive in their efforts towards provision of quality library services during and

after the pandemic era. Library services provided by librarians must meet the demands of information users in the pre and post Covid-19 pandemic era. Now, the demand for reopening of institutions is alarming, various libraries are now facing a paradigm shift to meet up with the challenges brought by Covid-19. Instead of returning to usual library activities, librarians will be returning to a “new normal”.

The new normal library services involve one where in-person classes and service interactions may be impossible or no longer preferred where collections in physical format may be a barrier to access, and where collaborative study is shunned in favour of social distancing in buildings that can only safely house half the people they used to. Covid-19 pandemic has brought an immediate, direct and personal sense of urgency to everyone. These situations call for the need to engage in intellectual brainstorming activities on how to leverage this crisis to create innovative collections and services to all stakeholders in academic library settings. Library could be defined as collection, organisation and processing of books, serial and non-book materials to meet various information needs of users. Library could be referred to as an information centre because it contains information bearing materials organized, stored and disseminated in different formats. There are different types of libraries such as academic library, school library, national library, special library and public library. Provision of access to information for all categories of library users is germane regardless of the type of library. The present study would focus on academic libraries.

Academic libraries are libraries attached to post-secondary institutions (colleges of education, polytechnics and universities). Academic libraries are varied and distinctive as the institutions which they are meant to serve. Academic libraries could be referred to as university libraries that support and perform functions directly related to the mission of the parent body. Academic libraries support university activities in learning, teaching, and research. There are three main divisions in academic libraries such as technical services, reader services, and electronic support services. These divisions provide different library services towards achieving the main objective of the establishment of the library to provide equal information access to library users at comfortable place, convenient time, and in right formats. Library services are offered by academic libraries to satisfy the information needs of students, lecturers, researchers, and immediate community members.

The Covid-19 pandemic has brought changes with the manner and approach of offering library services to information users during and after coronavirus age. Post-coronavirus era is the period after the fading of the coronavirus pandemic that serves as a threat to human life in the world. Several efforts have been put in place for the survival of coronavirus invasion by the various organisations and libraries inclusive. This is to ensure that spread of coronavirus is minimized while searching and researching vaccines that could cure the ailment. In

Nigeria, the Federal Government of Nigeria has started reopening all the locked down facilities closed for 6 months and tertiary institutions inclusive. The committee saddled with responsibility of controlling and monitoring the spreading of Covid-19 comes up with guidelines that must be followed by various organisations and individuals. These guidelines could be adopted in library operations, space, personnel security, social distancing and sanitation of collections, face-mask production and other initiatives. The present study has huge significance to all stakeholders. Therefore, this paper examines the transformation of academic library services in the post-coronavirus pandemic era using a new normal approach.

II. Academic Libraries Activities

The academic libraries host various departments that are collaboratively working to achieve library target collectively. There are two major divisions in the academic library. They are:

Technical Services Division: The primary role of the technical services division is to acquire and process library materials ready for the use by information users. The activities taking place here are behind the screen because activities are not visible to library patrons but benefit them. This division is made up of four (4) sections namely:

1. **Acquisition section:** The section is saddled with responsibility to acquire materials for the library. It performs its responsibility by four major approach; purchase, gifts, donations, and bequests (endowments).
2. **Cataloguing and Classification section:** This section receives books and other library materials that have been accessioned by the acquisition unit for further processing. This section provides bibliographic information of the library books. This unit assigns subject headings and location (class) marks to the books before sent to the reader services division for shelving and library patrons' usage.
3. **Serial section:** This section handles journals and related serials materials that come into the library. The unit catalogues, classifies and makes the serial material available to library users.
4. **Bindery section:** This section responsible for binding or mending library materials that are torn for the purpose of reclaiming the originality of the materials, in terms of shape.

Readers Service Division: The second division is refers to as readers' service division which offers direct services to library users. The division comprises of the following sections with their specific functions and routine:

1. **Circulation Section:** This section is referred to as a public image maker of the library because it involves activities of publication relations. The library users register to become bona-fide library patrons. The major activities here are charging and discharging (borrowing and returning of borrowed library materials. According Nishad, Anjali and Mohamed (2020) circulation of print collection was

given up as users were not able to access the library and regular renewal and overdue policies were stress-free and due dates were prolonged. In addition, large print collections were suspended and digital collections replaced.

2. Reference Section: This section performs public relations functions. Also, the section houses reference materials which can only be consulted for the specific information within the library. This unit is being managed by an expert called Reference Librarian. This section is saddled with responsibility to provide both directional and non-directional queries from library users.
3. Audio-visual Section: This section handles non-print library materials. It processes the materials and makes them available to end users on request.
4. Document Section: The documents, government and corporate publications on varied interest are kept in this section. The section is saddled with responsibility to acquire collections, processes and makes the materials available to library users.

III. Electronic Support Service Division

This division is responsible for the provision of services in electronic format to library patrons. The division comprises three (3) sections namely: Electronic library section, Digital library section and Automation section. All the divisions need to key-in to coronavirus compliance guidelines.

IV. Literature Review

The pandemic crisis has propelled many tools and new technological gadgets that started to fill what has been paused since the start of the lockdowns in many countries (Buheji & Ahmed, 2020). Many old aspects of life or how we deal with life have started changing as, if the world was waiting for this pause to happen. Cheval et al. (2020) mentioned the variety of opportunities that devastating pandemic as Covid-19 could bring along. One of these opportunities is that the pandemic enhances the individual and the community capacity for being more creative towards challenging and complex problems. It is pertinent to know that all activities under the two divisions (technical and reader services) mentioned above involve human interactions. Human interaction has to be done with caution especially in the era of Covid-19. Also, Nishad et al. (2020) stressed that the library staff has a vital inquiry that has been about the hazard of the infection through contact with materials conveying coronavirus. Since the examination on this is still at creating stage. Hence, the activities in academic libraries can be achieved by the compliance with Nigeria Centre for Disease Control (NCDC) guidelines and directive on human interaction to prevent spread of Covid-19 pandemic. World Health Organisations (WHO) introduced the rules on washing hands and keeping up social removal. What needs to be done will be discussed under Covid-19 Compliance.

Methodology: This is a desktop review (conceptual paper) and literatures were reviewed using core keywords for the literature search. To ensure that all concepts were

included within academic library, the following general related terms were used as core keywords for all literature searches libraries combined with any of the following terms; academic, services, coronavirus, pandemic, social media, and New normal approach. For example academic libraries, library services, Coronavirus pandemic, history of coronavirus diseases etc. The literature searches were conducted using online databases (Library and Information Science Abstracts (LISA), Medline, Emerald, World libraries, SAGE journals, and Springer link) available at university libraries to retrieve journal articles in academic libraries. LISA database provides access to various related abstracts. The abstract accessed assist to identify relevant articles; thus, an intuitive analysis is possible. LISA provides authority controls firmly for subject terminology that can boost precision or recall in searching. The searches were limited to publications in English. In addition, a variety of search engines (altavista, yahoo, google etc) were used to identify relevant works on academic libraries and the effect of Coronavirus. Different relevant materials like articles, books and conferences proceedings addressing academic libraries were used. Few journal articles on education, health sciences and others were consulted because the area has not been well researched.

V. History of Coronavirus

On December 31, 2019, Chinese authorities alerted the World Health Organization (WHO) of pneumonia cases in Wuhan City, within the Hubei province in China. The cause, they initially said, was unknown, and the disease was first referred to as 2019-nCoV and then named Covid-19. The following day, Huanan seafood market was closed, because it was suspected to be the source of the unknown disease, as some of the patients presenting with the pneumonia-like illness were dealers or vendors at that market. On January 9, 2020, Chinese state media reported that a team of researchers led by Xu Jianguo had identified the pathogen behind a mysterious outbreak of pneumonia in Wuhan as a novel coronavirus. Since then, the disease has spread quickly throughout China, and from there to the rest of the world. SARS-CoV-2 is the name of the virus responsible for this coronavirus pandemic (Wicke & Bolognesi, 2020; Riddell et al., 2020).

Experts say coronavirus originated in bats and later jumped to humans at Wuhan's open-air wet market in China. However, the Wuhan market didn't sell bats at the time of the outbreak. The crowded conditions in the market facilitate spreading of viruses from different animals to swap genes fast. Coronaviruses take their name from the distinctive spikes with rounded tips that decorate their surface, which reminded virologists of the appearance of the sun's atmosphere, known as its corona. The viruses cause typical cold symptoms such as a sore throat, cough, and stuffy nose, and they seemed to be very common. The coronaviruses behind Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) got started. Sometimes the corona virus changes so much that it starts to infect and spread among people. The virus is transmitted from one human to another at a faster rate. The rest is part of

terrible history still in the making, with Covid-19 spreading from that first cluster in the capital of China’s Hubei province to a pandemic that has killed about 2,456,699 people world over. It’s now spreading in the U.S. and around the globe, meaning that people are accidentally catching and fleeing on Covid-19 plague. The coronavirus can survive at various hours on the different materials.

As supported by Hammett (2020) and Kampf et al. (2020) who established that coronavirus stays active on surfaces of materials at different lengths of time. Therefore, library management, librarians and other stakeholders need to be aware of this feature to guide against the spread of coronavirus in the library. The Covid-19 virus can persist for varying lengths of time on different types of materials as shown in Table 1.

TABLE I
DURATION FOR SURVIVAL OF COVID-19 ON MATERIALS SURFACES

Surface	Length of Time
Metals	5days
Wood	4days
Paper	4-5days
Glass	4-5days
Plastics	6-9days
Ceramics	5days

Source: (Kampf et al., 2020)

The feature of coronavirus of stay active on surfaces of materials at various lengths of time calls for urgent attention to tackle the wide spread of Covid-19 especially in academic libraries where facilities and various collections (books and non-books) are kept for the use by library users. This situation has urgently called for an acceptable approach to be applied to eradicate the spread of Covid-19 pandemic. The adoption of a new normal approach could serve as a way forward.

VI. The New Normal Approach

COVID-19 has changed our lives and our way of working. The library operations must be accommodating of the new developments as a result of Covid-19 pandemic. Overnight, most libraries abandoned access due to concerns of Covid-19 pandemic spread. The present situation demands for flexibility in library operations and the needs to monitor the movement of people, resources, ideas, and equipment. The current situation calls for the serious need to change over the methods of rendering library services to our clientele especially now when the emergence of Covid-19 pandemic is yet to be over. These challenges have led to moving away from traditional means of rendering library services and resources to digital approach. These would facilitate quality services and improve the satisfactory level of library users without any pandemic issue such as Covid-19.

The current situation has made it compulsory for the speedy adoption of ICTs related tools after many years of undertaking transformation from analogy to automated-driven services. Libraries have integrated the automated retrieval collection into service delivery, changed service model and implemented new technology to support seamless service provision. The arrival of Covid-19 has

compulsorily compelled hasty adoption of ICT into various services obtained in the libraries. Therefore, libraries are moving rapidly to adopt technology and the service model to the point where our new mode of operation has become the ‘new normal’. This is just the way we do things now in post coronavirus. This ‘new normal’ means teams working together, with patrons and library staff at the library using ICTs with strict compliance to Covid-19 rules and promoting information access at a low risk among stakeholders. According to European Bureau of Library Information and Documentation Associations-EBLIDA (2020), the new normal in library practices concerns access policies, personnel security, social distancing and sanitation of collections. Rules and regulations have been, and will be, driven by three factors: a) national health regulations; b) risk perception, which varies from one country to another; c) the size and the arrangement of library spaces. Library and its services must change to embrace Covid-19 rules and regulations. The persistent and continually reviewing of library activities is germane to do things differently. Also, to improve the library user access to information and update technological skills for the enhancement of library services and provide more choice for patrons.

With the current situation, libraries in advanced countries are able to shift from services to production, from analogue/extensive to digital/ intensive use of technologies, and matching the needs of the diverse community a library aims to serve. According to Ton (2020) library services are being continuously re-designed during the Covid19 phase and they may continue to be re-oriented in the next three-four months with new ways of working. For example, circulation of print collections was given up as patrons were not able to access the library. Also, regular renewal and overdue policies were relaxed and due-dates were extended. Large print collections were suspended and left with a digital collections substitute. The following practices are encouraged to meet demands of library users in the Covid-19 age.

Automated door opening: The adoption and usage of automated door opening in the library will reduce the direct contacts of users. This is necessary as to answer the clarion call emanated from Covid-19 pandemic. Few academic libraries have key-in to the use of automated door opening while others must see the urgent need to embrace and use the automated door.

Voice commands in elevators: The use of voice command in elevators should be encouraged to reduce human interactions, so as to curb the spread of Covid-19 pandemic. Academic libraries should accept the usage of voice commands in the elevator, in the opening of the catalog cabinet and other suitable places where it is applicable. In addition, searching the catalogue for information could be done by voice command.

Homeworking model: Working from home will minimise having direct contacts with library users and other staff of the library. The academic library management should encourage their librarians and para-professional cadre to work from their various homes provided such services rendered at distant. The required supports such as Internet facilities should be provided to the assigned staff and provision of free access to e-books

and e-databases should be given a priority. It is critical for libraries to provide digital literacy training to their users and train them on the effective utilisation of digital information sources provided by libraries.

Tele-libraries: Library services that could be offered via the telephone application. For instant, queries from library users can be attended to via a phone call. Reference Librarian could render services to library users with the use of telephone by making phone contact across to their patrons.

Online help desks: Online services will guide against body contact with library users and other staff because most of the services would be rendered via online. These services to library users would discourage face-to-face interactions with the librarian or any staff in-charge of such service. This can be achieved via Whatsatps, SMS via phone, electronic message (E-mail), and other related ICT devices.

Improve digital contents services: Resources in the library need to be converted to digital format. This would provide an opportunity to library card holders to have adequate access to digital contents of the library especially electronic books. According to Ashwort (2020) while physical branches may have shut down, many libraries still offer a wealth of digital content for those who have internet access elsewhere.

Library automation system: Libraries are expected to intensify more efforts towards frequent application of library automation systems to fast-track the library services and promote social distancing among the library staff. Many of these adjustments would lead to accelerations of library service and safety of both library users and library staff. According to Nishard et al. (2020) artificial intelligence applications for library services and resources in Covid-19 pandemic are germane.

Mask production: Recently, many libraries in the world have stepped forward in their obligation for the comfort of their library staff and patrons. This is done by embarking on production of face-mask for their staff usage as parts of Covid-19 compliance guidelines. This is a good development as one of the items of new normal. According to Bozkurt et al. (2020) these initiatives will not be forgotten; they will be considered the historical legacy of the Covid-19 crisis for future library emergencies. Academic library can extend such gestures to students and the host community. This shows library flexibility and their ability to sharply meet demand for empathy expressed by library users and the host community in case of need. Cover your mouth and nose with face a mask.

Sanitation of library collections: The nearby physical contact is viewed as one of the key methods of coming down with the contamination and the social separation is the center reaction to weaken the threats of the infection spreading. In view of this reality, the libraries could adopt the use of Robots to sanitize books and non-books resources in the library. Robots should be applied to sanitize books on delivery. Public computers may become a thing of the past in post-Covid-19 world. Libraries need to encourage students to bring their own devices and

provide student work environments that are not prone to Covid-19 pandemic. In addition, the World Health Organisation-WHO (2020) stipulated that washing hands, keeping up social distance and not touching your mouth or, nose, eyes should be observed. Ton (2020) reported that library services are being continuously re-designed during the Covid19 phase and they may continue to be re-oriented in the next three-four months with new ways of working.

Library staff safety: The library needs to obtain personal protective equipment for employees on the front lines to be safe. This would make them comfortable to interact with patrons. Librarians need to be masked and masked librarians are expected to wear plexiglass shields. Wash your hand frequently for 20 seconds each time, with water, soap and rub hand with alcohol based. Library staff members are expected to abide by WHO rules that they should avoid close contacts with anyone else and keep a safe distancing at least 1 metre of 3 feet at each other.

Monitor staff and library users' movement: The staff members and library users are expected to be monitored in their various functional domains to ensure compliance of WHO guidelines on Covid-19 especially the social distancing. Artificial Intelligence (AI) surveillance technologies applications could be utilised to monitor access of services by patrons, which are operating with remotely by tracing with Internet Protocol (IP) addresses. This will also be useful on both sides, and will get complete information about the user data. If the user gets affected with Covid-19, it is easy to tract and to avoid the spread of coronavirus. Avoid close contacts with anyone else and keep a safe distance at least 1 metre of 3 feet from each other.

Space management: The library management would need to rearrange the seating arrangement to accommodate 2metres apart from user to user as a request for the social distancing between library users. This will avert easy spread of coronavirus among patrons and library staff. Library users need to be provided with individualized study spaces like carrel.

Access Policies: There is a need to change access policy and academic libraries should increase access to digital services and resources to provide for the information needs of their users. The coronavirus crisis has come to establish the irrelevant circulation unit to meet the needs of the patrons. Hence, the libraries' current move towards electronic resources and delivery will become normalized within a short period.

Social distancing: This is a new dimension to reduce or ameliorate body to body contacts. According to European Bureau of Library Information and Documentation Associations -EBLIDA (2020), social distancing is not only a practice; it is also a symbolic concept and a good metaphor to assess the relationship between libraries and their users: the more people are distant from each other, the more a library is distant from its users. However, to solve this problem academic library must provide a suitable approach that would improve access to information by library users. For example, in

Martynas Mažvydas National Library of Lithuania, this did not happen. An impressive and well-targeted library service was triggered during the Covid-19 crisis in cooperation with over 50 public libraries of Lithuania and the involvement of the Robotics School (Ton, 2020). The National Library of Lithuania helped produce 3D printed face masks for healthcare workers in response to the growing demand for protective equipment. 3D printed face masks were supplied to healthcare workers, but also to volunteers and representatives of other professions working in high-risk areas. The face masks were supplied to promote health conditions and it was not meant for Covid-19 but now it is used in the fight against Covid-19. The National Library of Lithuania purchased Fifty-eight 3D devices masks for the major public libraries of Lithuania in 2019. It also, offered new library computers to school children and teachers during the quarantine.

Role of national library: The national library should be saddled with responsibility to provide new computers to school children and teachers during the quarantine and post-coronavirus-19. For example, the national library provided 35,000 tablets and allocated portable computers to libraries and transferred temporarily to children of socially sensitive families and then returned to libraries at the end of the quarantine. In addition, academic libraries should encourage a practice tagged “Library at Home” programme by providing electronic book titles for free to every registered patron of the library to access from their various homes.

VII. Application of Social Media in Covid-19 Era

Coronavirus pandemic has demonstrated to us, how inappropriate our circulating print collections have become. Unexpectedly, most libraries jettisoned access due to concerns of virus spread. Unusually, requests for library materials were minimal for the unknown fear of coronavirus infection. To make the content in print collections more accessible and relevant in Covid-19 world, the use of ICTs and social media in academic libraries is the solution.

Social media is typically Internet-and mobile-based tools for discussing and sharing information by users (Telg & Irani, 2012). Social media is the application of web-based and mobile technologies that turn the communication into an interactive dialogue. These social media tools would reduce human contacts. Academic libraries being libraries established by tertiary institutions to support and cater for information that would be needed to succeed in teaching, learning and research in tertiary institutions. Academic libraries are expected to eradicate physical access to library collections and adopt an approach to improve library services to users. This can be achieved by using social media to reduce human interactions and guide against the spread of Covid-19 epidemic.

There are various social media tools that could be applied in the library, especially academic libraries for the delivery of information at the right format, right place, and in the right time without having contact with providers and users. The application of social media tools would bring transformation in the library services. Table

2 shows various social media tools that can be used in the library especially in academic libraries in the post Covid-19 era.

TABLE II
SOCIAL MEDIA TOOLS AS CATALYST TO PROMOTE LIBRARY SERVICES IN COVID-19 AND POST-COVID-19 ERA

Social Media Tools	Launched Date	Functions in Covid Era
Facebook	February, 2004	Frequently used by students and it can be used for marketing library services and information services in various ways(Potter, 2011)
Linked in	May, 2003	It can be used to get library users connected with people that can help them find required information.
Skype	August, 2003	It is instant message service, which can prop up the instant communication across national borders.
Google Docs	February,2007	It can be used for sharing the documents without transfer them via e-mails, but only sharing the link of the document.
Weblog	2002	A professional blog and informational site that can be used to post and share information by librarians. It can be used to facilitate library services like new acquisitions, opening hours, library events and programmes (Ekoja, 2011).
You Tube	2005	It can be used by library to share audio-visual collections. Also, libraries can disseminate their important video, conferences and workshops.
Google-plus	28 th June, 2011	Library can use this powerful tool to host video. It allows conversation with library users. A micro-blogging application used for updating collections, new arrival, and current content services.
Twitter	15 th July, 2006	Its enables users to read and send short messages of (140character). It can be used to create library service alerts(Ezeani & Igwesi, 2012)
Pinterest	2011	Libraries build up their digital collections
Flickr	February, 2004	This image distribution tool can be used as a great means of sharing new image collections to users by librarians.
Instagram	October, 2010	It allows librarians to edit, upload, and share photos to information users.
Tumblr	February, 2007	It helps users to discover new people to chat with on mobile devices. This can be used to share information about libraries and librarianship with users.
Vine	May, 2014	It can be applied for short form video sharing service where video can be shared on other services such as Facebook and twitter.
Meet-me(formerly my Yearbook)	2005	It can be used as a mobile device tool for chatting with different people.
Meet up	12 th June, 2002	It can be used as offline for group meetings in various localities.
Tagged	October, 2004	It allows members to browse the profile of any other members.
Wikipedias		A discussion or informational site

<i>“blogger”</i>		published on www used to make connections with library patrons It can be used as user-friendly service for library users. Recent and a cross-platform messaging application which allows users to exchange message and voice recording without having to pay for SMS (WhatsApp, 2012).
<i>WhatsApp</i>	2009	
<i>MySpace</i>	2004	It permits users to make friend, talk online and share resources.

Source: (Bashorun, Fagboola & Kehinde, 2018)

The emergence of Covid-19 has brought unexpected changes in all sectors and academic libraries inclusive. The changes have compelled eradication of physical access to library materials and reduce human face-to-face interaction. The dynamic situations constrained library staff to prepare themselves in this era of ICTs that aids social networks (Rahman, Khatun & Mezbah, 2011). Table 2 shows social media tools and their usefulness in the library settings. This development has put libraries in the present position of answering questions using a variety of social tools (social network): such as telephone, e-mail, instant message, Whatsapp, Facebook, Blogs, Twitter and YouTube without face-to-face human interaction. Social networking tools that solely depend on ICTs have brought transformations to both format sources and services in libraries especially academic libraries. The adoption of social media in library services is germane in the Covid era and all hands must be on desks to ensure adequate access to information and advance library user’s satisfactions.

VIII. Conclusion

COVID-19 has no border and altered our lives and our way of working and minimized face to face interactions. The change has predicted the substantial ways academic libraries have shifted in terms of physical access to the print collections, facilities, collections, services, spaces and operations as a result of the Covid-19 pandemic. The traditional approaches used by libraries were given up, and new tactics were identified to be executed in response to the current situation as a new normal with aids of Information and Communication Technologies (ICTs). Currently, the new normal approach has emerged to tackle issues brought with Covid-19, the online delivery services and applications of ICTs are the way forward. Covid-19 compelled librarians and information users to improve the adoption and use of technologies to enhance information access and eradicate physical access. Technologies are changing and shaping libraries in new techniques. Both librarians and library users in Covid-19 era must be interested in utilizing digital tools for their quest for information.

IX. Recommendations

To stay relevant, libraries should consider how talent requirements need to evolve, to meet the skills and workforce challenges created by Covid-19. The following steps must be taken:

1. Attract, retain and develop capacity in the field of

librarianship through development in rapid digitalization. Management should create a workforce with digital skills and adopt regular training on digital skills for students, lecturers, and librarians.

2. Library websites should be upgraded to serve as a primary path of interaction for library patrons. This should be done by following the usability principle of user friendly, customizable, and responsive.
3. University management should bring leadership into the digital age by hiring people with digital mindsets and foster a digital culture from top through communication, visible changes and regular change monitoring.
4. Adapt to different ways of working by creating a perfect environment where humans and robots can work together. Library management should adopt an approach where the automation will form the core of their library services to library users. Prepare the rise of on- demand virtual library services.
5. More efforts should be channeled by stakeholders towards the application of social media tools to various operations in the academic library.

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