

**THE IMPACT OF COVID-19 PANDEMIC ON LIBRARY
SERVICES PROVISION: A CASE STUDY OF THE
UNIVERSITY OF ZAMBIA LIBRARY**

BY

Computer No

Ambali B. Nomsa : 2016143107

Kanyunge Kapombe : 15041379

Mwape Sinyangwe. : 15044947

Supervisor : Mr Tuesday Bwalya

**A research report submitted to the Department of Library information
Science at the university of Zambia as a partial fulfilment for a requirement
for an Under graduate Degree .**

University of Zambia

July 2020.

DECLARATION

We hereby declare that the report titled “ **The Impact of Covid-19 on Library Service Provision: A case study the University of Zambia**” submitted to the department of Library Information Science under the School of Education, is an authentic record of the genuine works of Nomsa Beatrice Ambali of computer number 2016143107, kapombeBupeKanyunge of computer number15041379, and Mwape Sinyangwe of compute number15044947, under the supervision of MrTuseday Bwalya in partial fulfillment of our Bachelor Degree. We futher declare that this work has not been submitted or published anywhere else.

DEDICATION

We wish to dedicate this report to our families, who have supported us in more ways than one during the course of this report and our supervisor who guided us throughout the report.

ACKNOWLEDGEMENT

It is worth noting that the researchers received support and guidance in order to come up with the research work of this magnitude. Therefore, we would like to acknowledge the following people for their unique support and guidance, our ever so dedicated Supervisor Mr. Bwalya. Many thanks goes to all the members of the University of Zambia library key informants, for being very supportive in one way or another. To my families and course mates. Above all, we are grateful to the Almighty God for His abundant mercies which have seen me through to this level of academic attainment.

ABSTRACT

The novel coronavirus (COVID-19) disease presented unique challenges to all the stakeholders of the education system and the libraries were not an exception. This case study focused on how COVID-19 impacted library service provision at The University of Zambia main library. The study used five key informants from the main library which were the head librarian, the head of collection development, the head of the circulation department, the reference librarian and the head of the serials department and the data was collected through interviews. In this study, it was discovered that the library was not greatly impacted by the pandemic. However, sudden and unexpected outbreak of the virus forced the library professionals, to ascertain ways of working in a rapid time frame like shifting to digital platform wherever possible and to provide adequate remote services to the users.

ACRONYMS

CDC.....	Centre for Disease Control
COVID-19.....	Corona Virus Disease 2019
EBLIDA.....	European Bureau of Library Information and Documentation Association
EBSCO.....	Elton B. Stephens Company
ICT.....	Information and Communication Technology
IP.....	Internet Protocol
IPLF.....	Iran Public Libraries Foundation
OPAC.....	Online Public Access Catalog
SARS.....	Severe Acute Respiratory Syndrome
UI.....	User Interface
UNZA.....	University of Zambia

TABLE OF CONTENTS

DECLARATION	i
DEDICATION	ii
ACKNOWLEDGEMENT	iii
ABSTRACT	iv
ACRONYMS	v
CHAPTER ONE	1
1.1 INTRODUCTION	1
1.2 STATEMENT OF THE PROBLEM	2
1.3 SIGNIFICANCE OF THE STUDY	2
1.4 OBJECTIVES	3
1.5 DEFINITION OF TERMS.....	3
CHAPTER TWO	4
2.1 LITERATURE REVIEW	4
2.2 CONCEPTUAL FRAMEWORK	7
2.3 INDEPTH DEFINATION OF TERMS	7
CHAPTER THREE	11
3.1 RESEARCH METHOD AND DESIGN	11
3.2 Research design	11
3.3. Sample Size.....	11
3.4 Sampling Method.....	11
3.5 Instruments of Data collection	11
3.6 Data Analysis Procedure.....	12
CHAPTER FOUR	12
PRESENTATION OF FINDING (please add 4.1).....	13
EFFECTS OF COVID-19 ON LIBRARY SERVICES add 4.2.....	13
MEASURES PUT IN PLACE BY THE LIBRARY (add 4.3).....	14
CHAPTER FIVE	16
DISCUSSION (please add 5.1, I tried but failed).....	16
LIMITATION OF STUDY.....	17
CONCLUSION.....	18
REFERENCES	19

APPENDIX.....	21
INTERVIEW GUIDE.....	22

CHAPTER ONE

1.1 INTRODUCTION

The Corona virus (COVID-19) is a widespread pandemic that has greatly affected the world's social economic status, trade, international relations, political relations and education sector. The World Health Organization in December 2019 reported the first cases of the pandemic originating from Wuhan, China. As of July 2020, the current statistics of the pandemic globally stands at approximately 5,610,832 active cases, with a total of 645,298 deaths recorded. Africa's active cases stand at approximately 789,226 cases and 16,715 deaths (World Health Organisation, 2020). On the 18th of March 2020, Zambia recorded its first 2 cases of the pandemic and there has been an increase since then. Currently, the country's active cases stand at approximately 2,236 with 139 deaths recorded (Africa Centre for Disease Control (CDC), 2020). Due to the increasing number of the infection rates, many of the country's public and private institutions and organizations such as schools, universities, churches, restaurants, bars, museums and tourist attractions were ordered by the president of Zambia to cease their operations in order to prevent further spreading of the virus. The University of Zambia main library being a public institution was no exception. In this regard, libraries around the world have had to change the way they provide services to their patrons. The University of Idaho library for example has made changes in the following service provisions such as all reference services are virtual only, patrons can now request locally-owned physical items from the UI Library and pick them up curbside instead of going into the library, Special Collections & Archives and its Reading Room are by appointment only. Many of the unique materials held by Special Collections & Archives are discoverable via their digital collections and the rest of their holdings can be searched via Archives West or the Special Collections website (The University of Idaho, 2020). Similarly, public libraries in Iran have had to make changes because of the pandemic in terms of their staff by ensuring that they observe good personal hygiene habits, social distancing, and follow general and specialized recommendations, they are also taking advantage of information and communication technologies to provide services and programs in each public library, as well as providing information dissemination services during COVID-19 prevalence and encouraging

users to use the library's online system to help them find information about the availability and reservation of resources and reduce their presence in the library as much as possible (Iran Public Libraries Foundation (IPLF), 2020). The University of Zambia main library like other organizations is compelled to adhere to the new normal. The new normal in library practices concerns access policies, personnel security, social distancing and disinfection of library materials. Rules and regulations concerning the running of the main library services during and post COVID-19 will be driven by two factors which are the country's national health regulations and risk perception, which varies from one country to another (Iran Public Libraries Foundation (IPLF), 2020). Therefore, this research will focus on the impact and implications that COVID-19 has had on the University of Zambia main Library on its service provisions.

1.2 STATEMENT OF THE PROBLEM

In the midst of the COVID-19 pandemic, libraries have faced numerous pitfalls in effectively providing library services. According to Tanus and Sanchez-Tarrago (2020) the main challenges that Brazilian academic libraries are facing as a result of the pandemic are related to a sudden shift from personal attendance and face to face work to remote working and virtual attendance without prior preparation (performance protocols infrastructure professional skills). In addition, reopening of libraries is another major challenge since it includes changes in facilities, protective equipment and hygiene protocols which may strain the library's budget (Tanus & Sanchez-Tarrago, 2020). Similarly, the University of Cape Town Library has also had its fair share of challenges during this pandemic such as access to collections in physical format, as well as the social distancing policy which has proven to be a problem to service delivery for their library staff (The University of Cape Town, 2020).

In the case of The University of Zambia, the impact of COVID-19 on library services is not known because there has never been a study conducted.

1.3 SIGNIFICANCE OF THE STUDY

This study was important as it outlined the impact faced by UNZA main library in the midst of the COVID-19 pandemic with hopes of mitigating the effects faced as an academic library when it comes to service delivery. Furthermore, it aided the main library in discovering ways in which they can come up with contingencies that will continue their aim which is to meet the core needs

of library users. The findings of this study were thereby helpful for the main library in their endeavor to remain efficient and relevant to their patrons. It showed the measures that The University of Zambia main library had put in place to ensure that they still meet user information needs. Most importantly, this research proposal built on the existing knowledge of the impact of COVID-19 on the University of Zambia main library when it came to service provision.

1.4 OBJECTIVES

To investigate the impact that the University of Zambia library service providers are facing during the COVID-19 pandemic by:

- i. Determine the effects of the COVID-19 Pandemic on Public Library.
- ii. Ascertain the measures put in place to address the negative effects of COVID-19 that is being faced by the main library.

1.5 DEFINITION OF TERMS

In this study the terms have been defined as follows;

- i. **Corona Virus (COVID-19)**- is an infectious disease caused by a newly discovered coronavirus with symptoms including mild to moderate respiratory illness, sore throat, fever, cough, breathing difficulties, headache and in more severe cases pneumonia, severe acute respiratory syndrome, kidney failure and even death (World Health Organisation, 2020).
- ii. **SARS-** Severe Acute Respiratory Syndrome is a viral respiratory illness that is characterized by a high temperature greater than 38 degrees Celsius, fever, and headache, general feeling of discomfort and body aches. It is caused by an unrecognized corona virus called SARS- associated corona virus (SARS-CoV) (Centers for Disease Control and Prevention, 2004).
- iii. **Library-** this is a collection of resources in a variety of formats that is (1) organized by information professionals or other experts who (2) provide convenient physical, digital, bibliographic, or intellectual access and (3) offer targeted services and programs (4) with the mission of educating, informing or entertaining a variety of audiences (5) and the goal of stimulating individual learning and advancing society as a whole (Eberhart, 2010).
- iv. **Library services-** Resources and activities provided by libraries to address information needs of users (IG Global, 2020).

CHAPTER TWO

2.1 LITERATURE REVIEW

Numerous studies have been conducted since the Covid-19 pandemic and much has been said on the impact it has on a global scale. However, this impact has not been fully understood as the problems faced Economically, physiological and socially have yet to be dealt with. In the library sector this impact is quite apparent as library services are delivered primarily in person. Therefore, this section helps review literature and related information on the impact of COVID-19 on library services provision its resulting effects and the measures put in place to alleviate this burden.

Determine the effects of the COVID-19 Pandemic on Public Library Services.

The European Bureau of Library Information and Documentation conducted a research with the purpose of finding out the effects that the COVID-19 pandemic had on academic libraries. One of the effects of COVID-19 on academic libraries that the findings yielded is that meeting information needs of its users have become redundant because they cannot meet their users in person as per normal tradition. The study further explained that the library was losing its relevance to users because of the competition with other online sources of information as staff were required to work from home due to the lockdown protocol (EBLIDA, 2020).

An article by (Crowe, 2020) carried out in San Diego in the United States of America, that aimed at finding the effects that COVID-19 had on library services argued that 98% of libraries have had to close their buildings due to the coronavirus. The study further stated that due to this pandemic, most libraries have had to create virtual programs and expand their digital services. Furthermore, the article articulated that despite closing their doors, libraries still continue to serve their communities in various ways by providing them with the same services as before, however this was done virtually. Crowe (2020), further argues that despite the good work that many libraries are doing, the coronavirus is hurting library service provision, additionally some libraries have already reported job losses and budgetary concerns. Regardless of the digital migration, not all patrons possess ICT capabilities, thus patron without ICT knowledge or apparatus will not have their information needs fully met.

In an article written by Pearson (2020) in Chicago in the United States of America, about the impact COVID-19 had on provision of library resources, it was observed that right after the pandemic had hit, a statement was issued stating that all libraries close their doors amid COVID-19 pandemic to reduce the spread of the libraries in the city of Chicago. The article continued to state that even in the midst of the pandemic, it's not quite all doom and gloom for library patrons for libraries have found ways to offer their services. By digitally servicing card holders and patrons who are able to access the internet, eBook loans, streaming programs can be made available by their local libraries as well as hosting reading sessions. The article concluded by stating that closing down public libraries will surely create a ripple effect in the communities in more ways than one and although a sense of normalcy cannot be created for library patrons as well as staff, but libraries can use the new reality to offer something innovative and different for them. The reviewed article further showed how libraries in Chicago are adjusting to the pandemic and the different services they have created so as to continue to provide services to their patrons.

Additionally, an EBSCO article suggests that there has been a shift in library collection development practices to be more E-focused in order to support distance learning and ensure they can provide the resources their researchers and students need (University of Victoria, 2020).

Moreover, the faculty shifted from a face to face instruction to online course delivery. Furthermore, they took the opportunity through active outreach to identify required teaching and resource materials where online equivalent would be required and prioritized the titles for purchase online with course reserve material.

Measures to alleviate challenges COVID- 19 Pandemic has on Library.

Most recently, a number of analytic survey studies were conducted in Unui in China in order to identify measures employed in the provision of patron services in Chinese libraries in response to the COVID-19 pandemic. The surveys outlined measures employed in providing substantial services while undergoing a public health emergency.

One of the measures employed was that the survey yielded was that the library service provisions digitally migrating in order to ensure safety protocols are observed. Gou. Y et al, 2020 argues that focus was to partly or solely switch to remote online service delivery such as access to free

electronic resources, virtual references reachable 24/7 and research support services deliverable online and the digitalizing of print material to e-books to improve convenience and observe health regulations. A large portion of libraries encouraged patrons to utilize electronic resources when possible and over half of the libraries stated that all late fees were waived until a certain date. Most libraries also provided links to reliable health resources. The most common of these resources was the CDC's website

On the other hand, libraries unable to digitalize print material required to employ measures of a different approach, one of these was the 'GRAB AND GO' method initiated by the New York Public Library. The 'GRAB AND GO' method requires patrons to make requests via personal online accounts, met with a response of time and branch to collect the information item of interest thus reducing the number of individuals in the library (NYPL, 2020). This not only reduces on risk factors but allows library staff to conserve time.

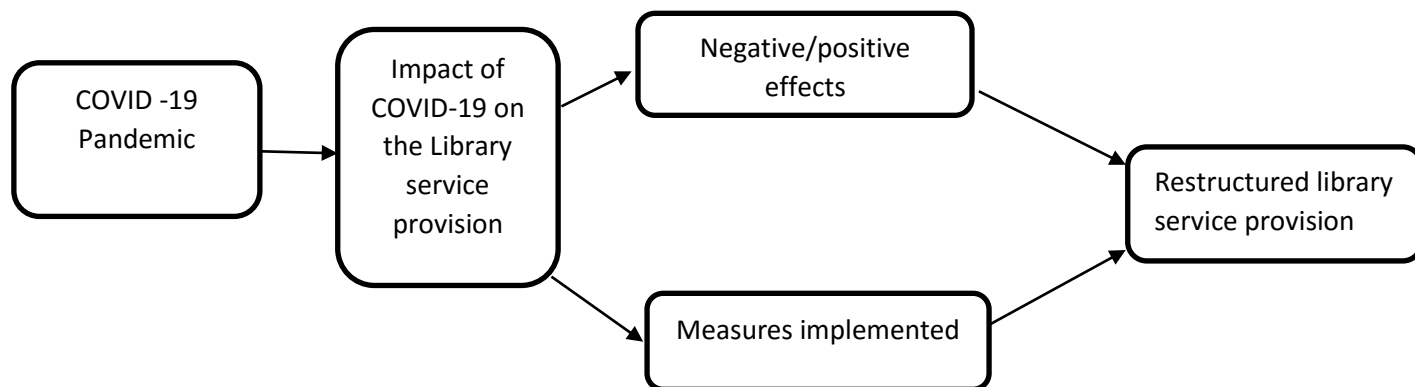
Furthermore, Ali & Gatiti suggest "the role of a library in any pandemic is to promote public health awareness by creating means of disseminating information relating to preventive measures" (2020). Therefore, it is cardinal that that libraries disseminate information to the general public on interaction decorum, latest developments, research and literature on the pandemic. Featherstone, Boldt, Torabi, and Konrad (2012) discuss the process of disseminating pandemic information by health librarians during the 2009 H1N1 pandemic. The information needs of physicians and nurses grow substantially during this time, and a measured approach allows health librarians to play a vital role in satisfying those needs. Ultimately, the librarian's ability to gather, evaluate, and curate reliable information about the pandemic was one of the most crucial roles during the H1N1 outbreak.

In addition, it was observed that libraries that had disaster mitigation policies exhibited diligence in maintaining service delivery. Featherstone, Lyon, and Ruffin (2008) interviewed library professionals who had direct experience with disaster response such as post-Hurricane Katrina and post -SARS pandemic. Through these interviews, the researchers identified emergent roles that these library professionals served as institutional supporters. Libraries served as a "command center for activities," to support members of the community; collection managers, who ensure the maintenance of the collection throughout the disaster and information disseminators, who disseminate reliable information about ongoing events. Internal planners,

who provide support to staff acted as community supporters, who offer emotional support and distribute donations and government partners, who develop/distribute reports on an evolving situation. In addition, educators and trainers, who curate information and provide instruction for emergency responders and information community builders who helped restore the normal functioning of the library after the disaster (Wang.T& Brady. L,2020). The researchers found that planning for a disaster response was immensely beneficial in enacting a swift response. As such these roles are all important for restoring the normal functioning of the library after the disaster event.

2.2 CONCEPTUAL FRAMEWORK

Below is the conceptual framework showing the association of background variables and the COVID-19 pandemic and the outcome variables.



2.3 INDEPTH DEFINATION OF TERMS

The following terms have been defined further:

2.3.1 Library Services

A library undertakes some important activities such as acquisition of new books and developing a balanced and up-to-date collection, recruitment of library personnel, designing and developing physical infrastructure, etc. All these elements are the basic and lay the foundation of library services from the perspective of the user. Library services help shape the smooth running of a library. Thus, library services can be defined as the activities and resources provided by libraries to address user information needs. Library services include Circulation, Reference services,

Bibliographic services, User education, Collection development, OPAC and Interlibrary loans (Singh & Dev, 2017). These different types of library services are explained below:

- **Circulation:** Circulation as defined above is the, the orderly movement through a circuit, applies to the process of lending books to borrowers and then accurately re-shelving them after they have been returned so that they will be retrieved by the next user (Battaile, 1992). Circulation is a very vital library service and as such plays the role of linking the library collections to the readers. It ensures that books are used by readers by offering them issue/return facilities. This section is responsible for giving books to the users, as well keeping records of what has been given to whom, what has been returned or what is overdue now. When the books, documents are returned to the library, it is the duty of the circulation section to put them back on shelves, at the right places, and also analyze and get them repaired if the need arises (Sahid, 2005). This circulation section has record of all the books which are issued to the users, and which are still on the shelves. There are different methods of circulation e.g. register system, card system, and automated system which makes use of barcode technology. At present card system is widely used, but some small libraries use register system as well (Sahid, 2005). These days, libraries are automated which implies that all housekeeping operations i.e. routine jobs are performed through computers by using library software. The libraries are also using barcode technology for issue / return of books. This section keeps records of all registered users of the library – their transactions, loan period, borrowing privileges, etc. It also supervises many other miscellaneous jobs like maintaining gate register, property counter and lockers for research scholars.
- **Reference Service:** This is an important library service that involves the process of establishing contact between reader and book by personal service. This indicates that there should be contact between the reference librarian and the user. On the other hand, the American Library Association argues that “reference work is the phase of library work concerned with assistance to readers in securing information and in using the resources of the library in study and research” (1944). The task of offering reference services is broad in its execution, sustenance and objective evaluation
- **Bibliographic Services:** This is the process of creating and maintaining bibliographic and authority records in the library catalog, the database of books, serials, sound

recordings, moving images, cartographic materials, computer files, e-resources etc. in order to assist users to find an information resource they need (Singh & Dev, 2017) .

- **User Education:** The importance of user education lies in providing the library user necessary skills and knowledge in making the optimum use of library resources and services in the changing education scenario. There have been many terms in vogue such as library instruction, orientation, bibliographic instruction, initiation, user education, user instruction, that explain this library programs and its various activities. Of late, it is also known by the term information literacy which may range from showing a user how to use, say, the library's online catalogue and basic print reference sources to formal classroom sessions about conducting research in the library (Singh & Dev, 2017).
- **Collection Development:** This is an activity that encompasses a broad range of activities related to the policies and procedures of user information needs, selection, acquisition, weeding and evaluation of a library collection (Ahilya, 2014). Collection development is a process which begins with analyzing user information needs. Basically, this is about finding out the information resources that users are interested in. The second aspect of the collection development process is the collection development policy which is a policy which is created for developing library collection in which include identification, selection, acquisition and evaluation of reading materials. The collection development policy is basically a guideline that gives instruction on how everything should be conducted. The next process is selection which refers to the decision that must be made either to add materials to the collection or to retain material already in the collection. After selection comes acquisition which is a process of selecting and acquiring selected materials for library and information centers in all formats including digital items and maintaining the necessary records related to acquisitions. After acquisition comes evaluation. Evaluation is determining the strengths and weaknesses of a collection and whether it has adequately met user information needs. It should be done with having the objectives of the collection development policy in mind. Weeding is the last part of the collection development process. It entails the systematic removal of resources from a library based on selected criteria which is outlined in the collection development policy. It's basically the opposite of selection (Ahilya, 2014).

- **Interlibrary loans:** Another service the library provides to its users is interlibrary loan which is when a patron of one library can borrow books, DVDs, music etc. and or receive photocopies of documents that are owned by another library (Singh & Dev, 2017).

2.3.2 COVID-9: COVID-19 is a respiratory, communicable disease that is spread through droplets in the air, that are spread through sneezing or coughing. Due to it being a communicable disease, a lot of services that involve human contact have been reduced or completely stopped. Library service provision has been one of them. For this reason, libraries have had to change the way they operate during the pandemic in order to keep their patrons safe.

IMPORTANCE OF LIBRARY SERVICES

Library services are important because they help in the smooth running of a library. They ensure that patrons user information needs are met as well as keep the relevance of a library. During the pandemic, libraries have had to adjust and restructure their services so as to meet the needs of the users. Most services are now being done online following heath protocols. A number of academic libraries are offering their services online to reach all their patrons including those who are in remote areas and are unable to access the library physically. Library services like referencing, interlibrary loans, online public access catalogue and user education are now conducted online. A library and the services it a provides are important in a world that uses information to develop, thus it should find a way to continue running despite a pandemic.

CHAPTER THREE

3.1 RESEARCH METHOD AND DESIGN

This chapter outlined the research methods which were used by the researchers in this study. This included the research design, sample size, sampling method and instruments of data collection.

3.2 Research design

This study used a qualitative research method. It was a case study that aimed at finding an in-depth explanation of the impact of COVID-19 on the provision of library services. Primary data was collected by means of an interview guide so as to attain first-hand information from the respondents.

3.3. Sample Size

The sample size comprised of 5 key informants the University of Zambia main library who are knowledgeable and were able to provide information on the topic at hand. These key informants included the Head Librarian, the Head of Collection Development, the Reference Librarian, Circulation Desk Personnel and the Serials staff.

3.4 Sampling Method

This research used purposive or judgment sampling method. This is because this sampling method allowed for the judgment of the researchers to choose representative participants who suited the needs or who had characteristics that the researchers were looking for. This type of sampling method is cost effective and does not take up a lot of time.

3.5 Instruments of Data collection

An interview guide was used to interview the 5 key informants identified by the researchers to provide primary data. The interview was selected as an instrument of data collection so as to give in-depth information and provide flexibility and the ability to probe and clarify issues. The questions asked were both close ended and open ended in order to retrieve qualitative information from the key informants. The researchers themselves interviewed the key respondents with the guidance of interview guide questions. In order to generate accurate information from the respondents, a recording device as well as a pen and paper was used to collect data.

3.6 Data Analysis Procedure

The Data analysis procedure started off by first identifying the objectives, then from there the data collected from the interview guide was assessed then put into common themes which were critically analyzed by the researcher.

CHAPTER FOUR

This chapter focuses on the findings of the study and discuss the said findings with those of other reports in or order to establish reliability, plausibility and build on pre-existing knowledge as expected of academic research. Furthermore, this study was conducted in UNZA main library of which Managerial staff from five of the main departments of the library respondents were selected as key respondents.

4.1 PRESENTATION OF FINDINGS

This chapter highlights the findings of the study of which information was obtained from five Heads of department who were selected as key respondents. Information was obtained with the help of an interview guide and voice recorder. Additionally, the respondents were asked a series of open-ended questions which were recorded and written down simultaneously in order to have in-depth information on the subject matter.

4.2 EFFECTS OF COVID-19 ON LIBRARY SERVICES

The study found that all the respondents knew what COVID-19 was when asked what they thought COVID-19 was which was a 100% response rate. However, each respondent had different experiences with the effects and management of the services amidst the COVID-19 pandemic. Firstly, the study found that 3 out of 5 which is (60%) respondents recorded a reduction in the number of patrons visiting the library. The circulation department for example noticed a reduction in patrons as the number of borrowed books was seen to have declined. This reduction was described as “huge” because those mainly attended to were exclusively post graduate students. When asked if the library had seen a reduction in patrons, the circulations librarian stated that “yes there has been a reduction, I will talk about circulations I can’t speak for other departments, this were they come to borrow and so we can notice the reduction and it is hasbeen huge. The reduction in our patron has led to less traffic in people coming to inquire, we believe in providing information to the masses and not just a few”. Similarly, it was worth noting that the number of patrons was noticed by the reference department to have declined, due to the fact that the number of active had decreased after the government sanction to halt all activities was passed. However, when asked if the reference department had faced any challenges during the COVID pandemic, it was established that since the referencing department had initially

conducted their services online the number of patrons was not observed to have decreased and therefore did not face any challenges. However, the number of patrons gradually increased beyond what they had been previously observing due to the growing population as some students who were and weren't allowed on campus and had their requests were met with an E-resource application known as Remote-X. This application allowed patrons to access information remotely without having to meet library staff physically upon registering

Furthermore, the collection development librarian when asked if the library had noticed a reduction in patrons stated that "we have noticed a significant decrease in the number of patrons frequenting the library which is probably due to the rules put in place". Furthermore, when asked what the collection development department facing it was stated that no overwhelming impact was felt as collection development has been done online even in pre-COVID times and as a department do not interact with patrons therefore are not in any way affected..

4.3 MEASURES PUT IN PLACE BY THE LIBRARY

Firstly, this study obtained data from the reference librarian who much like all the other respondents knew what COVID-19 was and its global influx. Furthermore, when asked about the library's efforts to release information about the COVID-19 pandemic and measures put in place the respondent's responses were similar stating that the library has installed primary methods of sanitation health regulations to avoid further spread of the COVID virus.

In addition, the reference librarian elaborated that "when you enter there are some stickers on the floor at the distribution desk and we have been leaving spaces between them for social distancing. And if you had come earlier you would noticed that we had put notices on tables for information on social distancing and security personnel were also measuring temperature and instructed students to wear face masks".

Similarly, when asked about the measure put in place by the library amidst the COVID-19 pandemic, the circulation librarian emphasized on the libraries efforts to increase protocol on social distancing and other health measures such as washing hands from the basin placed at the entrance of the library, mandatory temperature checks, and wearing of masks, of which she further stated that was fully adhered to as students are stubborn. Furthermore, when asked about the recommendations the circulation department would make to UNZA library management it

was stated that “I would recommend that that library make use of our online resources, we have a lot of good e-resources. I know they(e-resources) been there but it’s only done in first year during orientation, but if there can be frequent awareness of e-resources then they can come up with a way of making e-resources more significant in the curriculum”.

This study also highlighted that the University librarian much like the other heads asserted that the library had put in place posters, stickers, precautionary measures such as temperature checks and other sanitary aids such as basins and handwash, which however, slowly reduced with the growing population. However, when asked if the library released any information about COVID-19 she responded “not to my knowledge”. when asked how the department has been affected She further emphasized” the biggest issue is not knowing if the measures put in place are enough to hinder staff to staff infection or vis-à-vis staff to student infection, as the not only are these measures supplementary they are also not being fully adhered so the risk is still high. Furthermore, she argued that because staff is operating under unknown circumstances, the risk of infection has affected face to face services and has meant having to move to digital services.

Additionally, the main librarian affirmed that interventions where effective because they had not received any cases, emphasizing that though it is not a scientific way of establishing this claim but only mere perception as an actual scientific study had not been conducted. In addition, the head librarian stated that the interventions put in place to continue rendering library services are the preexisting e-resources which have only been made useful after the pandemic, she went on to say that as for determining whether this has been effective is also mere perception as most of their services were online and had stopped buying books. However, it was noticeable that there was an increase in the use of e-resources which was observed through internet protocol (IP) recognition.

CHAPTER FIVE

5.1 DISCUSSION OF FINDINGS

Since the COVID-19 outbreak, a few studies have emerged on how the pandemic has affected the provision of library services. The current study is amongst the first to examine the impact of COVID-19 on the provision of Library services at the University of Zambia main Library. In this study, it will be apparent that the focus was from 2 major findings which will aim at tackling our main objectives. The 2 main findings from our analysis will be looked at in terms of the effects of COVID-19 and the measures put in place to mitigate the impact of COVID-19 on library services provision. From our findings, it is seen that most departments at the UNZA main library were not greatly affected by COVID-19. This is indicated by our first main finding which was from the Collection Development department where it was discovered that the impact of COVID-19 was minimal since this department does not have face to face interaction with suppliers because most of their transactions are done online and this department does not deal with patrons. On the other hand, the Circulation and Serials department were the most affected by the pandemic because they recorded a decrease in the number of patrons accessing their services. This was because the university was mandated to close and open in phases with a reduced number of students allowed back on campus. A study by the University of Victoria (2020), relates to this stating that they too had a reduction on the number of patrons frequenting the school library to which they saw was good in slowing down the spread of the virus. However, the Reference Service department showed a positive impact of the pandemic in that more users were accessing their online services. This was because patrons were not allowed to physically access these services due to the measures put in place to reduce the spread of the pandemic. This is supported by a study done (LIBER, 2020) which stated that there was an increase in mass digital content for libraries and their users and the accessibility to such content after the pandemic. Another article supporting this is one by Pearson (2020) which stated that most libraries during the pandemic have found ways to offer their services by digitally servicing card holders and patrons who are able to access the internet, eBook loans, streaming programs can be made available by their local libraries as well as hosting reading sessions.

Our second main finding incorporated measures put in place by the library to reduce the spread of the pandemic and continue providing services in a risk-free way to its patrons. These measures were a mandate that each department had to follow in order to safely provide services in a risk-

free environment. From the findings, it was seen that all the key informants adhered to the measures that were put in place. These included; the wearing of face masks by both staff and patrons, washing of hands before entering the library, social distancing of at least 1 meter apart, sensitization about the pandemic done through posters stuck around the library and the rotation of staff to reduce the amount of traffic in the library. This implied that the library wanted to continue meeting user information needs in spite of the pandemic. This is supported by the study conducted by the (EBLIDA, 2020) which showed that in order for the library to continue providing services to its users, they had to follow strict measures to adjust to the new normal. These measures included exponential social distancing, the use of technology to access library services to say the least. Additionally, another study conducted by IFLA found that social distancing was a vital measure in service delivery because keeping a safe distance between individuals reduces the risk of the virus passing from one person to another. Also, according to the Head Librarian and the head of Collection Development, these measures were seen to be effective to some extent in that no positive cases were recorded and patrons were sensitized about the pandemic. Based on other findings from the respondents, it was discovered during the closure, of the library had put in place a skeleton staff that saw that the running of the library services continued, similarly a study by Crowe (2020) stated that despite libraries closing their doors, they still continue to serve their communities in various ways by providing them with the same services as before, however this was done virtually.

LIMITATION OF STUDY

During the course of the study there were a number of challenges that the researchers faced in completing the report. The first major limitation of the study was due to the fact that COVID-19 is a new pandemic, hence there was little literature that provided tangible information that could be used in this study. Another limitation faced is that respondents didn't have comprehensive information on the impact that the pandemic has had on the provision of library services which meant that most of the information in the study is based on secondary and not primary data. Furthermore, some respondents were not comfortable with been recorded and so the information had to be written down which proved difficult for verbatim quoting. Some of the literature in this study is based on information found on websites and due to the impermanence of the pandemic and web content, some services provided at that point to mitigate challenges

brought by the pandemic might not be reported which means that some measures that were put in place to combat the virus at a certain time may not be effective in the near future.

CONCLUSION

In conclusion, based on the analysis and data gathered on this study, it can be seen that the UNZA main library was not greatly impacted by the pandemic as certain pre-existing services served as a contingency in ensuring a good service provision was available to all patrons. Though some departments may have noted a reduction in patrons coming to access library services, this however was not in any way a reduction in demand for information. Therefore, it is worth noting that even in the midst of the pandemic UNZA library will remain fully functional as its e-resource have proven sufficient for the demand of information services from its numerous patrons.

RECOMMENDATIONS

Based on the findings of the study, the following recommendations were made to UNZA main library in ensuring service delivery of library services was efficient and effective amidst the COVID-19 pandemic.

- Students should be fully informed on all the e-resources offered by the university on a more frequent basis during their entire tenure at the university and not only during orientation.
- The university should introduce the use of ICTs in the academic curriculum to further enhance the technical knowhow of the students under the new normal.
- The university should implement programmes and workshops that teach the importance and diversity of ICTs in order for university staff to facilitate a transition from paper-based methods of service delivery to online computer-based methods in accordance with the new normal.
- The staff should be prohibited from using each other's personal properties as a way of avoiding the spread of the virus from one person to another.

References

- Africa Centre for Disease Control (CDC). (2020, July 27). *Control Virus Disease 2019 (COVID-19)*. Retrieved from Africa Centre for Disease Control (CDC): <https://africacdc.org/covid-19/>
- Ahilya, D. (2014). Collection Development. *The Journal of Library and Information Science*, 50-62.
- Battaile, C. (1992). *Circulation Services in a Small Academic Library*. Wesport, Connecticut: Greenwood Press.
- Centers for Disease Control and Prevention. (2004, April 26). *Severe Acute Respiratory Syndrome (SARS)*. Retrieved from CDC- Centers for disease control and prevention: <https://www.cdc.gov/sars/about/faq.html>
- Centers for Disease Control and Prevention. (2020, July 19). *Corona Virus Disease 2019*. Retrieved from Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>
- Crowe, C. (2020, April 14). *givingcompass:The Effects Of Coronavirus On Libraries And Services*. Retrieved from The Effects Of Coronavirus On Libraries And Services: <https://givingcompass.org/article/the-effects-of-coronavirus-on-libraries-and-services/>
- Cutter, A. (. (1876). Public libraries in the United states of America then history, condition and management. 1-5.
- Eberhart, G. M. (2010). *The Librarians Book of Lists*. Chicago: American Library Association.
- Ifijeh, G., & Yusef, F. (2020). Covid-19 pandemic and the future of Nigeria University system: The quest for libraries relevance. *The Journal of Academic Librarianship*, 1-8.
- IG Global. (2020, July 20). *What is Library Service?* Retrieved from IG Global: Publisher of Timely Information: <https://www.igi-global.com/dictionary/library-services/17103>
- Iran Public Libraries Foundation (IPLF). (2020). Iran Public Libraries Responding to COVI-19. *IPLF Guidelines for reopening libraries*, 2-9.
- Isaac, K. (1987). *Libraries and librarianship: A basic introduction*. Madras: Vishwanathan.
- Lanning, S. (2014). *Reference and Instructional Services for Information Literacy Skills in School Libraries 3rd ed*. Santa Barbara, California: Libraries Unlimited.
- Pearson, J. (2020, March 25). *wired: Covid-19 Impact On Libraries Goes Beyond Books*. Retrieved from Covid-19 Impact On Libraries Goes Beyond Books: <https://www.wired.com/story/covid-19-libraries-impact-goes-beyond-books/>

- Sahid, S. (2005). Use of RFID Technologies in Libraries:a new approach to Circulation,Tracking, Invetorying, and security of Library Materials. *Library Philosophy and Practice*, 1-21.
- Singh, S., & Dev, G. N. (2017). Academic Library Services. *Academic Library Services*, 1-13.
- Stephens, C. G., & Franklin, P. (2011). *School Library Collection Development: Just the Basics*. Santa Barbara, California: Libraries Unlimited.
- Tanus, G. F., & Sanchez-Tarrago, N. (2020). Activities and challenges of Brazillian universitiy libraries during the COVID-19 pandemic . *Human Sciences* , 54-61.
- The University of Cape Town. (2020, August 13). *Library Services during COVID-19*. Retrieved from University of Cape Town Libraries: <http://www.lib.uct.ac/covid19-libraryservices>
- The University of Idaho. (2020, July 20). *Impact on Library services*. Retrieved from The University of Idaho Library: <https://www.lib.uidaho.edu/covid19/impact.html>
- Umeaku, C. F., & Aghauche, E. E. (2016, October 20). *Online Public Acess Catalog*. Retrieved from Research Gate: https://www.researchgate.net/publication/317345059_O_P_A_C_OPAC
- White, B. (2012, August 4). *WipoMagazine:Guranteeing Access to Knowlegde; The Role of librarie*. Retrieved from Guranteeing Access to Knowlegde; The Role of librarie: http://www.wipo.int/wipo_magazine/en/2012/04/article_0004.html
- Wijayasundara, N. (2020). COVID-19 pandemic and libraries: experiences at University of Sri Jayewardenepura, Sri Lanka. *Health Promotion Bureau*, 1-8.
- World Health Organisation. (2020, July 16). *Corona Virus Disease (COVID-19) Pandemic*. Retrieved from World Health Organisation: <https://www.emro.who.int/health-topics/corona-virus/about-covid-19.html>
- World Health Organization (WHO). (2020, July 25). *Coronavirus disease 2019 (COVID-19)Situation Report –94*. Retrieved from WHO: <https://www.who.int/docs/default-source/coronaviruse/situation-reports/20200725-sitrep-94-covid-19>
- Zhong, Y., Wang, G., & Wu, C. (2020). Epidemiological and Clinical Features of Corona Virus Disease 2019 in Changsha, China. *The Lancet Infectious Diseases*, 1-24.

APPENDIX

UNIVERSITY OF ZAMBIA

SCHOOL OF EDUCATION

DEPARTMENT OF LIBRARY INFORMATION SCIENCE

COURSE TITLE AND CODE: LIBRARY INFORMATION SCIENCE (LIS 4014)

RESEARCH TOPIC: **THE IMPACT OF COVID-19 PANDEMIC ON LIBRARY SERVICES PROVISION: A CASE STUDY OF THE UNIVERSITY OF ZAMBIA LIBRARY**

CONSENT FORM FOR AN INTERVIEW GUIDE

I _____(participants name) understand that I am being asked to participate in an interview that forms part of _____(students names) required course work in the above noted Library Information Science course. It is my understanding that this interview has been designed to gather information about the following subject//topic;

Library Services

COVID-19

I have been given some general information about this project and the types of questions I can expect to answer. I understand that the interview will be conducted in person and that it will take approximately 20 minutes of my time to complete

Contact information for the interviewees:

Ambali B. Nomsa :_ _____

KanyungeKapombe : _____

Mwape Sinyangwe: _____

Participants signature : _____

INTERVIEW GUIDE

Name of interviewee: _____

Gender of interviewee: _____

Age of interviewee: _____

Date of interview: _____

1. What is your position in the library?
2. What do you know about COVID-19?
3. Has the library made any Efforts to release information the COVID-19 pandemic?
4. Has the library observed a reduction in the number of patrons?
5. Have there been measures placed in order for patrons to receive information in risk free conditions?
6. How has your department been affected by the pandemic?
7. What are the effects of COVID-19 on the UNZA main library?
8. What intervention has the library put in place to fight the negative effects brought about by the pandemic?
9. And if so, have they proven to be effective? s
10. What recommendations would you make to UNZA Library Management to effectively provide library services in the new normal?