

Effective library service provision during the
Coronavirus (COVID-19) outbreak: A Case of
selected libraries in tertiary institutions of Zambia

By

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FORMAT OF PRESENTATION

1. Background
2. The Problem
3. Objectives
4. Methodology
5. Findings and Discussions
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9. Conclusion and Recommendations

1.0 Introduction

1.1 Background

- Information-Life blood of an academic institution; Library – brain of an academic institution
- World governments, academic institutions- had to go into lockdown (Dadhe and Dubey, 2020) .



1.0 Introduction

1.2. The problem

Learning institutions introduced e-learning platforms to deliver content to learners, very little is known regarding library service provision during COVID-19 outbreak.



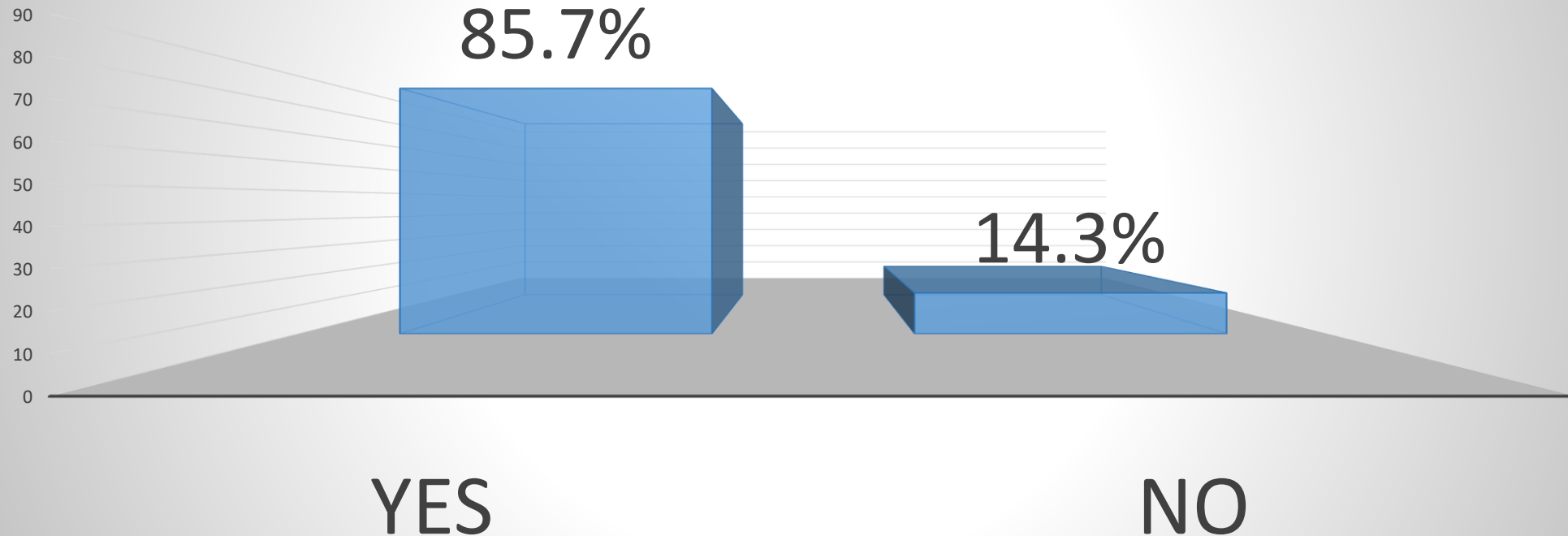
Introduction cont'd

- 1.3. Study Objectives

- **Effects** of COVID-19 on library service provision.
- **Measures** introduced to foster library service provision.
- **Challenges** faced

4.0 Findings and Discussions

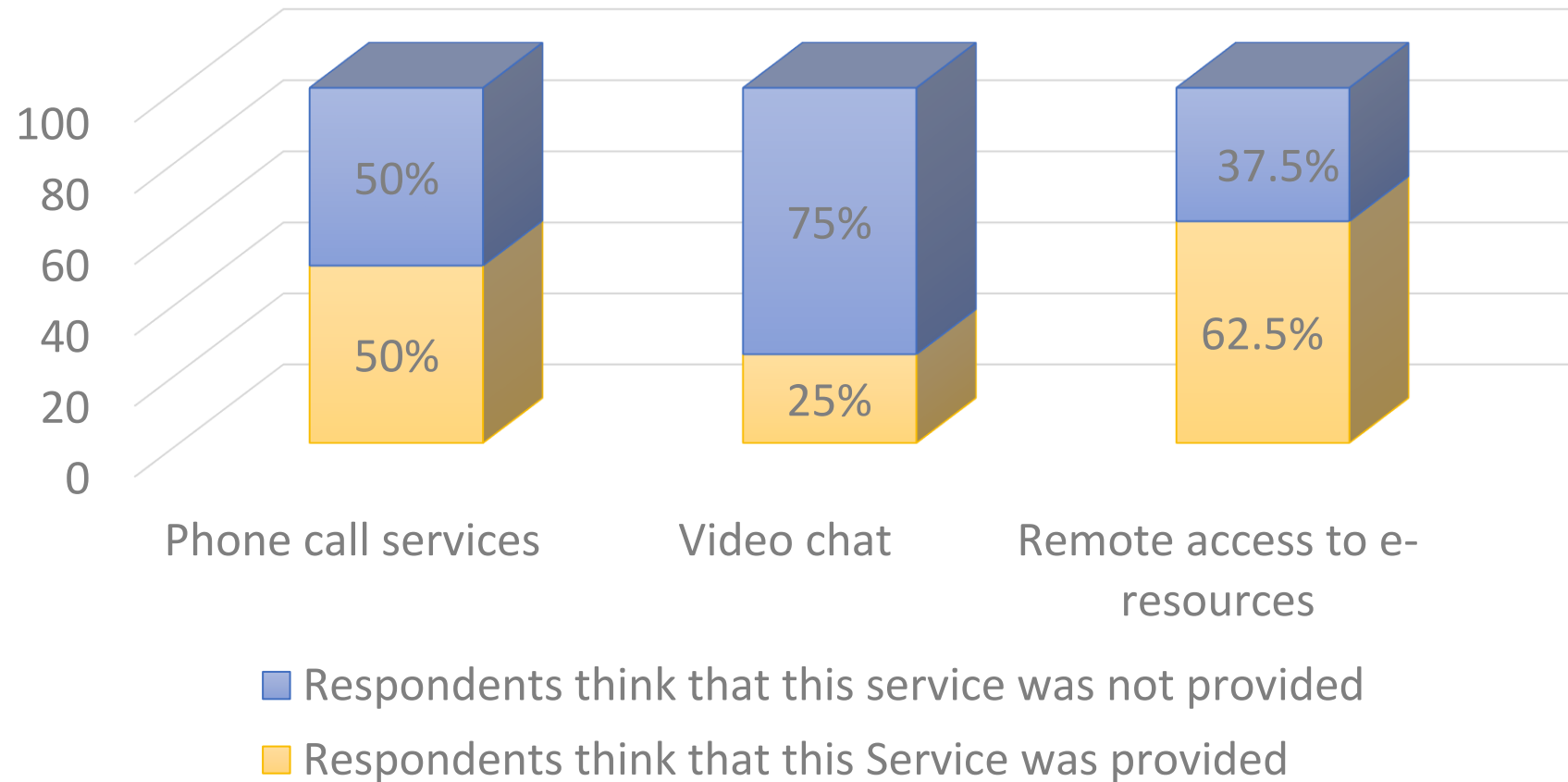
Chart 4.1: Did you offer any online library services during the COVID-19 outbreak?



Source: Primary data, 2021

4.0 Findings and Discussions Cont...

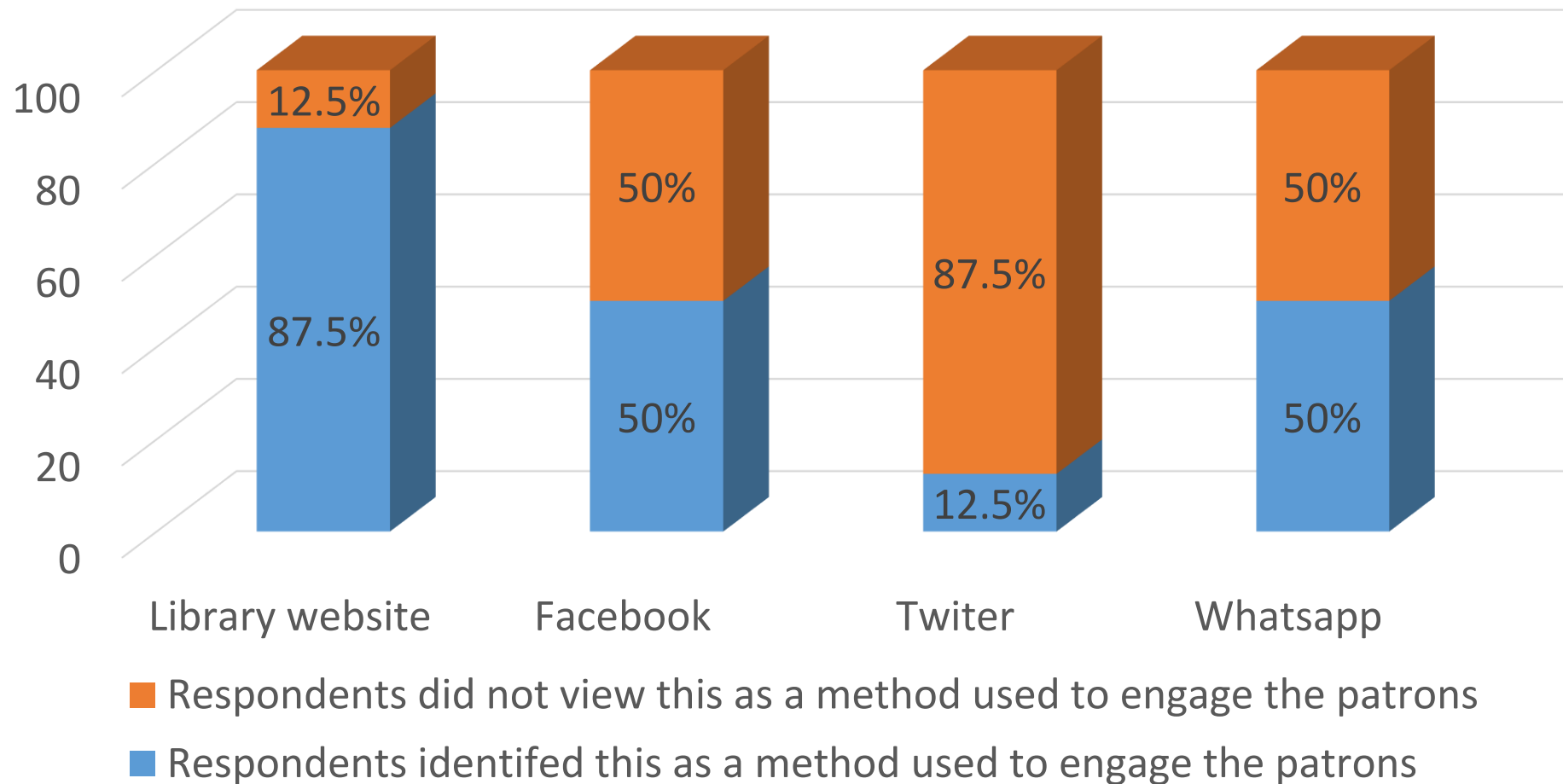
Chart 4.2: What kind of library services did you offer during COVID-19 outbreak?



Source: Primary data, 2021

4.0 Findings and Discussions Cont...

Chart 4.3: How did you market the library services to your clients?



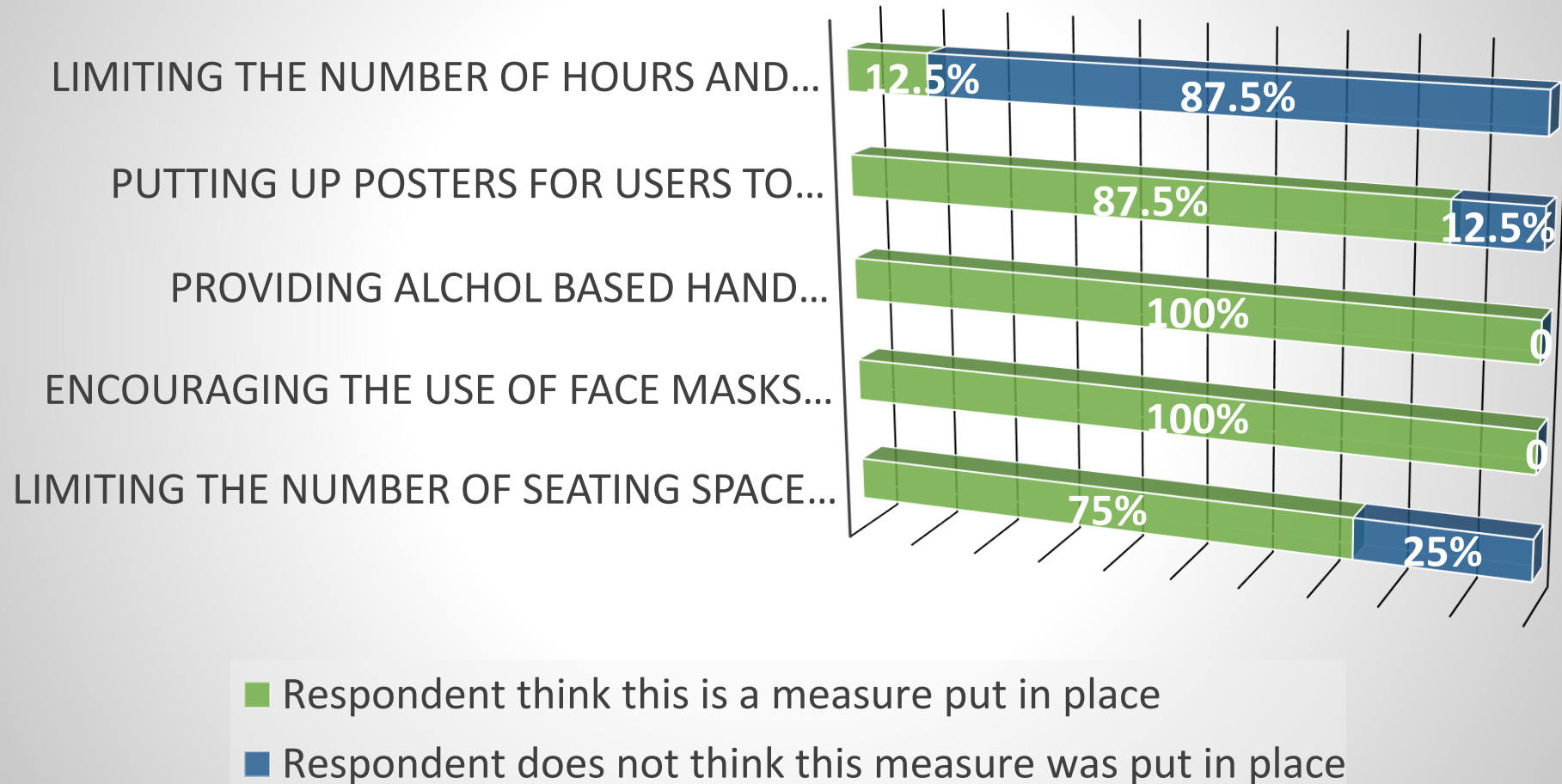
Source: Primary data, 2021

4.0 Findings and Discussions Cont...

- How libraries have been affected by COVID-19
 - Libraries were closed - no accessibility.
 - Reduction in number of students due to limited space - observing social distancing

4.0 Findings and Discussions Cont...

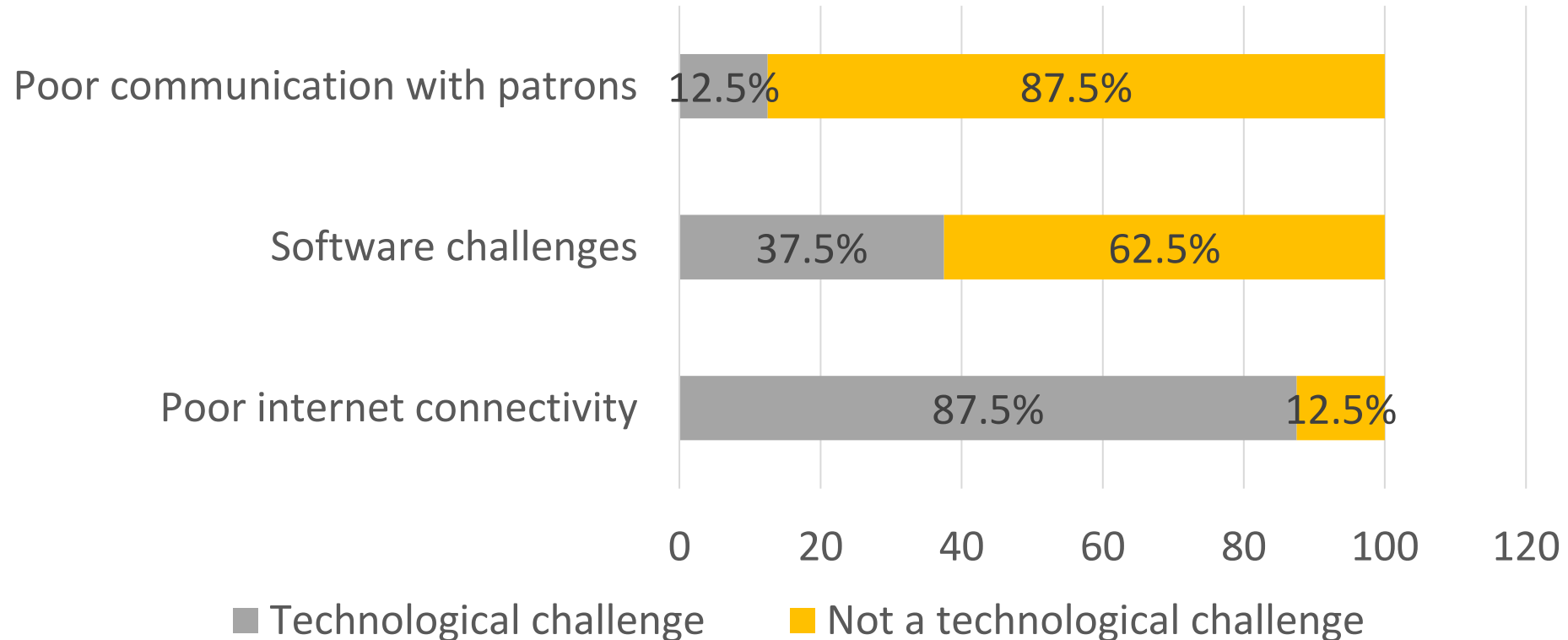
Chart 4.4 What measures have been put in place by your library to ensure effective service delivery



Source: primary data

4.0 Findings and Discussions Cont...

Chart: 4.5: What technological challenges did your library face during COVID-19?



Source: Primary data

5.0 Conclusion and Recommendations

➤ **Concluded that:**

- Some libraries had to shut down while others had to reduce the sitting capacity; offered online services
- During Covid-19 pandemic in Zambia, academic libraries adhered to public health guidelines
- Challenges include poor internet connectivity; and non-availability of reading space to maintain social distancing.

Conclusion and Recommendations

- **Recommend** that:
- Adequate reading space for patrons should be created thereby maintaining social distancing.
- Invest more in maintenance and updating of technologies (i.e. electronic databases and digital repositories) so that patrons may have wide access to e-resources.
- There is also a need to sensitize patrons on the available e-resources offered by academic libraries.
- Invest more on public health preparedness in tertiary institutions

References

- Dadhe P.P. and Dubey M.N. (2020) Library Services Provided During COVID-19 Pandemic: Content Analysis of Websites of Premier Technological Institutions of India. *Library Philosophy and Practice* (e-journal). 4445.
- Frederick, J. K., and Wolff-Eisenberg, C. (2020, December 9). *Academic Library Strategy and Budgeting During the COVID-19 Pandemic: Results from the Ithaka S+R US Library Survey 2020*.
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Thank you for listening
Q&A