

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

Fall 10-23-2021

UTILIZATION OF ZOOM AS AN INTERACTIVE PLATFORM IN REPOSITIONING LIBRARY ADMINISTRATION/MANAGEMENT FOR EFFECTIVE SERVICE DELIVERY IN ACADEMIC LIBRARIES IN NIGERIA

Chinedu J. Ayolugbe

Chukwuma Odumegwu, Ojukwu University - Anambra State, ayolugbechinedu@gmail.com

Amaka J. Jidere

University of Nigeria - Nsukka, amaka.jidere@unn.edu.ng

Uzoamaka Ogwo

National Centre for Energy Research and Technology, University of Nigeria - Nsukka, uzoamaka.ogwo@unn.edu.ng

Follow this and additional works at: <https://digitalcommons.unl.edu/libphilprac>



Part of the [Art Education Commons](#), and the [Library and Information Science Commons](#)

Ayolugbe, Chinedu J.; Jidere, Amaka J.; and Ogwo, Uzoamaka, "UTILIZATION OF ZOOM AS AN INTERACTIVE PLATFORM IN REPOSITIONING LIBRARY ADMINISTRATION/MANAGEMENT FOR EFFECTIVE SERVICE DELIVERY IN ACADEMIC LIBRARIES IN NIGERIA" (2021). *Library Philosophy and Practice (e-journal)*. 6514.

<https://digitalcommons.unl.edu/libphilprac/6514>

**UTILIZATION OF ZOOM AS AN INTERACTIVE PLATFORM IN REPOSITIONING
LIBRARY ADMINISTRATION/MANAGEMENT FOR EFFECTIVE SERVICE
DELIVERY IN ACADEMIC LIBRARIES IN NIGERIA**

By

Ayolugbe, Chinedu J.

Chukwuemeka Odumegwu Ojukwu, University

Department of Educational Management,

E-mail: ayolugbechinedu@gmail.com

Phone No.: 09039431263

Jidere Amaka J.

Unizik Library, University of Nigeria, Nsukka

Gmail: amaka.jidere@unn.edu.ng

Ogwo, Uzoamaka

National Centre for Energy Research and Development, University of Nigeria, Nsukka

uzoamaka.ogwo@unn.edu.ng

Abstract

The emergence of digital information resources and services has tremendously improved information handling and management in all spheres of human endeavor including academic libraries. This study examines utilization of zoom as an interactive platform in repositioning library administration/management in academic libraries in Nigeria. Several library innovative mechanisms has been explored such as the concept of information service delivery, social media as a strategic mechanism in repositioning information service delivery in academic libraries, impact of social media in repositioning information service delivery in university libraries, concept of zoom as a social media platform, concept of library administration/management, application of zoom as an interactive platform in repositioning library administration. The study tried to highlight the strategies and challenges of adopting zoom platform in academic libraries. Furthermore, the study recommended that the government should make provision for funds, internet connectivity, computers, laptops, in order to provide enabling environment for librarians and library administrators for effective information service delivery as well as other recommendations as a way forward in enhancing effective implementation of zoom as an interactive platform in academic libraries in Nigeria.

Keywords: Libraries, academic libraries, information service delivery, library administration/management and zoom.

Introduction

Libraries are catalyst that tend to provide in-depth knowledge; information resources for study, teaching and learning. They provide not only instructional material for teaching and learning, but also provide information services that facilitate research activities such as bibliography, reference and information literacy services. Asom & Suleiman (2017) cited Oghenetega (2013) opined that libraries are found in institutions, they are established to support learning, teaching and research processes. The library in the 21st century is dynamic in its growth and development. It could be conceptualized as the laboratory of all laboratories, the heart-beat of any functional academic institution, organization, community or nation, the fulcrum and the pivot point around which all learning activities revolve, and in fact the cardinal facilitator in actualizing national and self-development (Igwesi, 2005).

Academic libraries are library situated in universities, polytechnics, colleges of education and monotechnics for effective information service delivery. Academic libraries are the integral part of the parent institution which are primarily established to support the mission and vision of the institution. The major purpose of academic library is support the objectives of the parent institution through the acquisition, organization, preservation and dissemination of information resources to support academic activities. Ibenne (2010) observe that academic libraries play important roles in supporting research in all subjects and disciplines within their host universities. Academic libraries have the responsibility to make information resources available and accessible to users in remote time and space especially in the present digital library environment.

Succinctly, Asom, et al (2017) highlighted five major objectives of the academic libraries. There are: provision of materials in support of learning and teaching; provision of materials to meet the requirements of faculty specialists and postgraduate students who have interest in research; provision of materials to assist the library users in his own personal self development; it facilitate cooperation with other university libraries with view to developing a network of academics library resources which are at the disposal of all students and teaching facilities and above all; meeting the specialized information needs of the regions within which the universities are situated.

The integration of digital technologies in library operations and services holds a lot of potentials, transformation and innovative opportunities especially in academic libraries. Its application and capabilities have continued to increase in leaps and bounds, Emenike and Ogwo (2021). Hence, the application of social networking tools in libraries has significantly brought a lot of changes that has affected the general library operations and services. The integration of cutting-edge technologies such as the smart phones, tablets, computer technologies, social networking tools etc that allows quick access and information communication on the internet has tremendously transformed library operations and services. In order to meet up with the growing demands and changing digital/hybrid library environment, it is pertinent for academic libraries to brace up and adopt these current digital technologies for efficient and effective service delivery.

The success of every academic library in the present digital library environment largely depends on the quality of information service delivery offered to meet the changing and dynamic information needs of library users. Kulkarni and Deshpande (2012) asserted that the quality of service delivery is the most important factor among all library operations. The global trend in technology has continued to reposition information service delivery among librarians in various academic libraries in order to improve administrative and pedagogical activities. Ezeani and Ekere (2009) noted that librarians and information professionals presently operate within a professional climate that is characterized by change. Issa (2010) revealed that technology has changed the expectations of library patrons towards repositioning library information service delivery in our modern dispensation. Ewulum, Ekere and Ebobo (2019) perceived service delivery framework as a set of principles, standards, policies and canons used to guide the design, development, deployments, operation and retirements of services delivered by a service provider with a view to offering a consistent service experience to the user community in a specific business context. In this dispensation, Librarians have assumed the role of educators to teach users how to find information both in the library and over networks. Dika & Jegbefume (2017) sees service delivery as a component of business that entails interaction between service providers and clients where the provider offers a service whether that be information or a task and the client either finds value or loses value; therefore, a good information service delivery should provide the recipients with an increased value. The view of Kumar (2015) emphasized that the basic issues that can affect

quality of information service delivery in libraries include: accuracy and reliability, speed and accuracy of the service; accessibility; competence and helpfulness of staffs and effectiveness and efficiency. Poll (2008) noted that library services should be delivered on time, easy to understand, meet specific user needs and delivered by courteous and knowledgeable personnel. Social media applications have become a necessary tool to give visibility libraries holding to the international community and by so doing leverage these libraries to offer innovative information services in order to meet the need of the users in the 21 century, (Ezeani & Igwesi, 2012). Hence, the efficacy of information service delivery in academic libraries is quite indispensable as it to a very large extent determines users' satisfaction. Some of the factors that influence users' satisfaction include: timeliness, responsiveness, quality and accuracy of information resources delivered to meet the information need of the user.

In the delivery of library information services, the various tools used support interaction with users and also provide opportunities to participate in library activities. Ikhimeakhu (2017) cited Chua & Goh (2010) classified the Web 2.0 tools into four categories. There are:

- Information acquisition tools used to gather information from sources outside the libraries (Blogs and Wikis);
- Information dissemination tools used to distribute content and information to users (RSS feeds).
- Information organization tools that facilitate storage and retrieval of information (social book marking and tagging).
- Information sharing tools that support flow of information between libraries and users (social networking and media sharing sites).

However, among the numerous social media application in services, those of much relevance to academic libraries are of different types. These applications are face book, Twitter, Instagram, LinkedIn, Flickr, Zoom, Whatsapp messenger, Goggle chat/talk, Blog, Wikis; Really Simple Syndication (RSS); YouTube, Flickr, etc.

Social media tools play a vital role in academic libraries. These tools have really enabled librarians to deliver their administrative and academic work which is geared towards

enhancing efficient and effective information service delivery. Ifijeh (2014) identified the following services through which it can enhance services provision in libraries. These are:

Marketing of library services: Marketing of library services is facilitated through the use of social media platform. This can be done through pictorial expression of the library facilities, various sections, available resources and professionals can be placed on the library's face book page or on Flickr. This approach is a good sling point because more information revealed through this approach will encourage more users to access the available resources and services that library can offer.

Current awareness services: Current awareness service is one of the services through which social media can facilitate the enhancement of library and information services. This is possible when professionals place information on net arrivals, orientation programmes electronic resources and online resources available in the library on its websites. This will increase the library's visibility across the world and its resources and services can be utilized with ease.

Reference Services: This has been made easy through the use of social media. For example through the platform of Facebook, a user can have direct access to the reference librarian and ask queries and is sure to get response almost immediately.

Reservations: Social media platform use is suitable in the aspect of reservations and renewal of items on loan. Rather than visiting the physical library for such transaction, the library user can send messages to the circulation. Librarian through any of the most convenient social media platform; the user can even go to the extent of making a call also through any of the media platform such as Whatsapp, Skype or Facebook.

User education programmes: It is a service that can be done virtually and hosted on the library's website or it can be placed on Youtube for users to access and study at individual or user's time and pace. The use of social media to reach out to users saves the management of the library the time and resources to organize such programmes; and for the users it media, orientation and user education programmes can be done virtually.

Selective Dissemination of Information: This is one of the specialized library services that is critical and appealing to users and would be users of a library. This can be achieved through platforms like linked in. This is because linked in captures the area of specialization of the user and this allows the Librarian to source for resources that will benefit users.

Impact of Social Media in Repositioning Information Service Delivery in Academic Libraries

The impact of social media in library information service delivery cannot be over-emphasized: This was postulated by Ikhimeakhu & Jegbefume (2017). These information delivery services facilitate two way communications and this enhances user-to-user interaction. It offers users opportunity and place to connect, share, opinions, experiences, views, contacts, knowledge and expertise; it enhances professional, scholastic and social collaboration; it helps to market and promote library activities and services; it helps to update collections, new arrival, current content services of the library; it supports delivery of specialized services. In the library, increase the number of library users; it promotes seamless communication and feedback; it enhances interactivity between users and library staffs; it save time, cost and increases revenue; it help in building brand loyalty; it makes out opportunities to accelerate knowledge flows across functional and organizational boundaries; it strengthens the efficiency and effectiveness of existing; formal communication channels; it raise awareness of relevant information's and create opportunities to enhance organizational performance.

Concept of Library Administration/Management

Administration and management are practices which has led human race through the course of its civilization to the 21st century. Library administration are the hub were library practices and policies are tackled and implemented for the achievement of library administrative goal. Library administration is an administration made up of library officers, library users, library educators and library personals which ultimate aim is to ensure information in the library are well access and articulated to the end users, (Pandita, 2013). Sarrafzadeh, (2010) stated that in our modern technological era; library administration embraces library principles, laws, cannons, concepts and theories which seek their roots in the innovative practices which professionals of library had been practicing in our modern time. Pandita (2013) opined that it is essential for library administrators to adopt innovation and creative practices to meet the growing challenges and to provide quality services. The author further emphasized that library administrators carry out innovative practices to overcome the

difficulties we face today and these practices are silently becoming the building blocks of practices which the incoming generation can emulate. However, since management and administration are Siemesetwins, Chima, et al (2021) cited Akpan (2015) that management is viewed as a systematic arrangement and organization of resources in order to make them productive.

Singh & Pandita (2012) in their study discussed about various managerial attributes of library professionals would adopt while rendering different kinds of services to diverse users. On the same note, Sarrafzadeh, et al (2010) are of the view that effective library managers/administrators are meant to develop skills in using each kind of network to collect and transfer organizational knowledge. The author further talk about the knowledge-management (km) in libraries and how these newly introduced innovative managerial practices have actually given a new face to libraries. Pandita (2013) confirmed that adopting knowledge management (KM) in libraries can be categorized into knowledge creation, knowledge validation, knowledge presentation, knowledge distribution and knowledge application utility.

Concept of Zoom as a Social Media Platform

In the recent past, information service delivery in libraries in most developing countries, particularly in Nigeria has been done manually. However, the present digital library development has given rise to the utilization of cutting-edge digital technologies to enhance electronic information service delivery in most academic libraries. Eneasato, Ikuelugbon & Ayolugbe (2020) thoroughly emphasized that the resultant effect of this development has been the emergence of electronic services in libraries which has become the basis of digital libraries. The trend worldwide has proved that there has been a paradigm shift in information service delivery from the traditional models to electronic and web-based formats. In the light of the corona virus crisis, academic libraries around the world have adopted a lot of social networking tools for video conferencing, e-learning using zoom technology.

Zoom was launched in 2011 by Eric Yaun, a former CISCO Engineer and Executive. Zoom software has launched in 2013. Zoom aggressive revenue growth and perceived ease of use and reliability of its software resulted in a \$1billion valuation in 2017 making it a unicorn company. Its software products have faced public and media scrutiny related to security and

private issues. Lori (2020) stated that zoom video communication is an American Communication Technology Company headquartered in San Jose California. The author firmly emphasized that zoom platform provides video telephony and online chat services through a cloud based peer to peer software platform and is used for telecommunicating distance education and social relations. Ben (2020) emphasized that zoom refers to a video conferencing meeting that is hosted using zoom. The author confirms this by indicating that you can join these meetings via a webcam or phone. In view of Islam, et al (2015) zoom is a cloud-based view communications app that allows you to set-up virtual video and audio conferencing, webinars, live chats, screen sharing and other collaborative capabilities. The authors confirmed that there is no need an account to attend a zoom meeting and that the platform is compatible with MAC, windows, Linus, and Android, meaning nearly anyone can access it. This implies that zoom is just one in a long line of communication tools that include Skype, Cisco Webex and Google meet.

Zoom is a cloud-based video communications app that allows people to meet virtually either by video, audio or both. Its core features are one on one meeting, group video conferences, screen sharing and recording. It is basically used for teleconferencing, telecommuting; webinars, distance education, and social interactions. Its popularity has risen because of its ease of use, high quality video, audio and collaborative facilities such as text, chat and screen sharing. It can be used to deliver video tutorials for academic purposes. This has virtually become the *modus of operandi* for connecting and interacting with others virtually in real-time.

Applications of Zoom as an Interactive Platform in Repositioning Academic Library/Administration for Effective Service Delivery

Academic libraries are the power house of information dissemination and a hub of learning activities were students, library information science educators and library officers explore the vast amount of information resources. Martyns (2021) stated that Information and Communication Technology (ICT) application such as zoom are used to manage one or several library routine systems such as acquisition, serial control, cataloguing and classification and the online public access catalogue. Oso et al (2017) thoroughly emphasized that the application of ICT tools such as zoom have made it possible for libraries to access a

wealth of up-to-date resources worldwide, give quicker access to specialist in a number of disciplines and allows Liberians to reach each other and users with messages and documents through the internet. Martyns (2021) opined that the internet is a component of information and communication technologies which provides a golden opportunity for the provision of value-added services by libraries. The author confirmed that the application of social media such as zoom has become a vital component in the overall services and operations of library and information centers. Martyns (2021) cited Mahmood (2011) indicated in his report that the application of social media use in library administration and services in libraries that internet is applied mostly in acquisition, classification and cataloguing references, document delivery, current awareness services, selective dissemination of information and interlibrary loan to enhance service delivery and at the same time save time. The author further denotes that the advanced use of internet tools such as zoom enables libraries to reach both local and distance users much more easily and effectively. Osuala (2007) stated that with the application of internet in libraries, librarians can perform their satisfactory answers to their query/queries within the shortest time while libraries can perform their functions more effectively and efficiently with the help of the internet thereby given users satisfaction.

Challenges of Adopting Zoom Platform in Academic Libraries

Some of the challenges for effective adoption of Zoom platform in academic libraries have been streamlined by Enuma (2019), they include:

1. **Paucity of fund:** Inadequate fund constitute a major constraints in both in purchase of Information and Communication Technology (ICT) facilities and its effective maintenance.
2. **Poor policy guideline:** Lack of strategic policy formulation and incoherent government support to advance the availability and usage of ICT facilities hampers the successful use of zoom as an interactive platform.
3. **Unsteady power supply:** Electricity supply from the national grid in Nigeria is unpredictable. This often times disrupts the use of zoom as a platform for effective service delivery.
4. **Shortage of technical manpower:** Most academic libraries lack the technological expertise in the adoption of zoom as a platform for service delivery.

5. **Poor internet connectivity:** The cost of internet connectivity is very high. Low income earners might not afford the resources connected to ICT programme.
6. **Domestic destruction:** Perfect concentration is needed by the learner or user when using resource or sharing information, depending on the location where the zoom platform is been used.
7. **Improper breakouts:** When one speaker demonstrates the session can create monotony which could be very boring, lack variety and fun, but creating room for smaller discussion can be more interactive and lively.

Strategies of Improving Zoom, Interactive Platform in Repositioning Library Administration for Effective Service Delivery

The various strategies for improving zoom interactive platform in repositioning library administration were structured by Mashti (2020). These strategies include:

1. Guarantee access to internet availability of computers, laptops or tablets; access to the internet at a decent speed and the proper ICT tools are basic and prerequisites for effective information service delivery.
2. Adopt proper virtual learning environments (VLE): VLE can give learners access to educational resources, connect students and Liberians to access to educational resources.
3. Rethink the role of broadcasting education; educational broadcasting can be a useful complement to online programmes as it promotes effective service delivery.
4. Improve availability of learning technology with zoom platform for students with special educational needs or disabilities.
5. Library officers should learn how to adapt their role to a situation in which they can communicate in zoom platform for effective service delivery.
6. The parents or siblings should endeavour to fund internet connectivity so as to motivate their children to participate in zoom as an interactive platform.

Recommendations

1. The government in Nigeria should make provision for computers, laptops, tablets and internet connection in order to provide enabling environment to educating librarians and library administrators for effective information service delivery.
2. The library administrators should invite resource person so as to educate the library officers and students on how to adopt zoom as an interactive platform for effective service delivery. This can be achieved through organizing seminars, conferences and workshops.
3. The Nigerian government should provide funds for broad-band internet connectivity in academic institutions especially in libraries in order to promote zoom as an interactive platform for information service delivery.
4. The administrators in various institutions should ensure that there is constant power supply that would aid in promoting online information service delivery.
5. Time management should be allotted by library administrators among library officers and students for effective online service delivery with zoom interactive platform.

Conclusion

The emergence and integration of cutting-edge digital technologies in libraries have brought about a phenomenal change for effective service delivery in academic libraries. The adoption zoom platform and other social networking tools have offered invaluable opportunities for improved service delivery. The use of smart phones, tablets, webcams, cloud computing, video-conferencing, among others have greatly improved library operations and services. The use of these digital technologies and the internet have revolutionized and significantly affected every facet of library operations and services to facilitate collaboration, resource sharing, interoperability, flexibility, efficiency, greater speed, easy access to information and overall library operations and services. The application of digital technologies in libraries has tremendously improved the basic library operations and services such as acquisition, processing, storage, access, retrieval, preservation and dissemination of information resources. This study is of the view that zoom platform can help to enhance effective service delivery towards repositioning library administration in academic libraries.

REFERENCES

- Akpan, C. P. & Etor, C. R. (2015). Resource management in higher education in Nigeria.problems and measures for improvement in L. C. Chova, A. C. Martine, 3 & 1. Torres (Eds) *Proceeding of the 7th International Conference on Education and New Learning Technologies*, 3583-3591, Barcelona, Spain; NTED Academy.
- Asom, F. & Suleiman, M. (2017).The incursion of digital information resources and services for effective service Delivery in University Libraries in Nigeria. *1st International Conference of Department of Library Information Science, University of Nigeria*.Pp. 232-239.
- Chizurum, C. A., Ayolugbe, C. J. & Ajibo, C. O. (2021).Improving media managerial skills of administrators in secondary education in Nsukka Education Zone in Enugu State. *Institute of Education Journal*.Review of Education, University of Nigeria, Nsukka; 33(1):97-107.
- Chua, A. Y. K., & Goh, D. H. (2010). A study of web 2.0 applications in library websites. *Library & Information Science Research*, 32(3): 203-211.
- Dika, S. K. & Chukwudum, M. J. (2017). The use of social media for enhancement of service delivery in Academic libraries in Nigeria. Global Best Practices in Library and Information Services in Contemporary Era. *Paper presented at the 1st international conference of the department of library and information science, University of Nigeria*; pp. 258-271.
- Emenike, C. N. & Ogwo, U. (2021). New Skill-Sets for Library and Information Science Education in a Globalized World: Re-examining the Curriculum Requirements for Sustainable Development. In: M. N. Amutabi (Ed.) *New Trends of Global Influences in Africa*. Nairobi, Kenya: CEDRED Publishers.
- Eneasaato, O. E., Ikuclughon, O. J. & Ayolagbe, C. J. (2020). Covid-19 pandemic, challenges and the way forward in Nigeria secondary education.*Covid-19 pandemic, ICT and Education system in Africa: Challenges and Opportunities*, pp. 267-278.
- Enuma, M. A. (2019). Use of smart technology in University Libraries in Covid-19.*Library research Journal* 4(1) <https://journals.unizik.edu.ng/index.php/irj/article/view/557>
- Ewulum, E. O., Ekere, J. N. & Maxwell, E. O. (2019). Utilization of modern technologies in service dilivery in special libraries in South East Nigeria. Innovating in Times of Change: *Libraries impacting user experience through community transformation*. Nigerian Library Association, pp. 213-227.

- Ezeani, C. N. & Igwesi, U. (2012). Using social media for dynamic library service delivery. The Nigeria experience. *Library philosophy and practice.(e-journal)*, paper 814. <http://digital-commons.uni.edu/libphilprac/814>.
- Ezeani, C. & Ekere, J. (2009). Use of ICTs by Library Professionals in Nigeria: Implication for the Library and Information Science Curriculum. *Paper presented at the NALISE conference, June 2-5 at the University of Nigeria, Nsukka.*
- Hijeh, G. (2014). Adoption of digital preservation method for theses in Nigerian academic libraries: Applications and implications. *The Journal of Academic Library*, 40, 399-404.
- Ibenne, S. K. (2010). Information Resources Management. *A Concise text for libraries and information centers.* Owerri; Liu house of Excellence Ventures.
- Igwesi, U. (2005). The Role of Library in literacy development. *The Renaissance Magazine*
- Islam, M. D. M. & Umme, H. (2015). Using pattern of internet and E-resources by the students and faculty members of private university in Bangladesh. *American Journal of Educational Research*, 3(5): 541-546.
- Issa, W. O. A. (2010). Imperative and challenges of computer application in libraries. *Modern library and information professional in Africa: Ibadan.* Text links publishers, 1-7.
- Kulkarni, M. & Deshpande, N. J. (2012). Empowering library users, establishing channel of communication for service quality expectations of trainers from government administrative training institute libraries in India. *Paper presented at the 2012 conference, India, June.* <http://conference.ifla.org/past-wlic/2012/203-kulkarni-en.pdf>
- Kumar, C. R. (2015). Social networks impact on academic libraries in Technology Era. *International Journal of Library and Information Studies*. 5 (3): 101-108.
- Lori, A. (2020). Zoom tips for libraries. <http://galeva.com/blogs/lori-ayre/zoom-tips-libraries-updated-42820>.
- Martyns, E. G. (2021). Application of internet services for effective service delivery in University libraries in Plateau state. *International journal of research and innovation in social science (IJRISS)* 5(2): 2454-6186.
- Mashti, (2020). Ministry of Education Science Technology and Innovation Information regarding e-learning Maorenga; <https://mashtirks-galinet/e-mesimi>.
- Nwafukwa, P. O. & Bernadette, N. O. (2018). Strategies for effective supervision of instruction as a correlate for improved teachers' productivity and students' academic

performance in Ebonyi State Secondary Schools. *World Applied Sciences Journal*, 36 (2): 310-318. Doi:10.5829/idosi.wasj/2018.310.318

Oghenetega, I. (2013). The application of information and communication technology on academic library operations and services in Nigeria. *International Journal of Digital Library Services*, 1(3): 12-22. www.ijodis.inonfeb15,2015

Osuala, E. C. (2007). *Introduction to Research Methodology*. Onitsha: African Publishers.

Pandita, R. & Ramesha, B. (2013). Paradigm shift in library services and activities; change agents thereof. *Proceeding of 58th ILA conference*. Department of Library and Information Science, Kamataka University, Dharwad, Kamataka, 31-39.

Pandita, R. (2013). Library administration and management: Innovative practices and potential areas thereof *Asian Journal of Multidisciplinary Studies*. 1(3): 8819. www.ajms.co.in

Poll, R. (2008). High quality-High impact/ performance and outcome measure in libraries <http://www.hla.org/vii/s22/impactandoutcomeoflibraries07-12-01pdf>

Sarrafzadeh, M., Martin, B. & Hazeri, A. (2010). Knowledge management and its potential applicability for libraries. *Library management*, 31(3): 198-212.

Singh, S. & Pandita, R. (2012). Knowledge management in healthcare: Enhancing the health care delivery. *Journal of Library Management*. 1(1-2): 61-75.

UNESCO (2020). Covid-19 impact on education data. Covid-19 Education disruption and response. The United Nations Educational, Scientific and Cultural Organization, UNESCO Paris, France.

Yusuf, F. & Iwu, J. (2010). Use of academic library: A case study of covenant University, Nigeria. *Chinese Librarianship*