Original Article　　　　　　　　　　　　*Available online at www.bpasjournals.com*

Users' Expectation of Library Services and Resources in the COVID 19 Pandemic Era: A Comparative Study of Two Academic Libraries in Nigeria

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ABSTRACT

The study was carried out to examine users' expectation of library services and resources in this COVID-19 pandemic era. The descriptive survey design was adopted for the study. The population of the study comprises library users of College of Education Library, Agbor and Federal University of Petroleum Resources Library, Effurun, Delta State. 210 respondents were selected each from the two academic libraries via purposive sampling technique making a total of 420 respondents used for the study. The instrument used for data collection was an online questionnaire designed through Survey Monkey. The study revealed that the respondents from both academic libraries indicated they expect services such as electronic access to services and resources, virtual reference services, accurate COVID-19 information to keep them updated, online user education programmes, selective dissemination of information via email, display of library services on social media, research help services online, and a spacious study hall to enable them observe the physical distancing while studying in the library. Also, users from both academic libraries indicated they expect to have access to electronic databases, e-zines and online newspapers, internet sources, e-journals, e-books and government publication in this COVID-19 pandemic era. On the channels of accessing services and resources in this COVID-19 pandemic period revealed that the respondents from both academic libraries agreed that they access library services and resources majorly through Email Service, while only respondents from College of Education, Agbor indicated that the also access their academic library services and resources through their library social media platforms. It can be observed also from the study that the respondents from both academic libraries were averagely satisfied with their academic library though they expect more incorporation of information communication technology in service delivery to boost their access in this COVID-19 pandemic era.

KEYWORDS: *User Expectation; Library Services; Library Resources; COVID-19; Pandemic Era; Academic Libraries; Nigeria*

INTRODUCTION

Academic libraries are established to serve academic institutions above the secondary school level (Universities, Polytechnics, Monotechnics and Colleges) with the aim of aiding their teaching, learning, research and recreational needs. Swapna, Jagdish and Manjula (2017) affirmed that one of the fundamental responsibility of academic libraries is to support the aim of the institution they were established to serve.Regular assessment of academic library services in line with users expectation need to be carried out to be able to ascertain if academic libraries are meeting up to expectation of their users. Singh (2017) posited that the strength of academic libraries lies in the strength of its services through which users' needs are met thereby fulfilling objectives of enhancing education. Singh (2017) further outline academic library services to include reference service, bibliographic services, user education, orientation services, bibliographic instruction, information literacy services, referral services, resource sharing, indexing services, and reprographic services etc. However, according to Ogbebor (2011) library resources are those materials both print and non-print found in libraries which support curricular and personal information needs of members of their academic community and other external researchers. The print resources include books, magazines, newspapers, pamphlets etc. while the non-print resources e-books, e-journals, e-zines, films, disc records, filmstrips, slides, prints, audiotapes, videotapes, compact discs, and computer software. These aforementioned services and resources may be very difficult to access in a crisis situation like the ravaging Corona Virus pandemic.

The first case of Corona Virus was reported in Wuhan City, China in late December 2019 with symptom such as fever, malaise, dry cough, and dyspnea (Liu, Kuo, & Shih, 2020). The high fatality rate brought about by the virus has caused the World Health Organisation (WHO) to declare COVID-19 a pandemic on the 11th day of March 2020 (WHO, 2020). Nigeria, however is among the countries in Africa with rising number of positive cases of the virus and this has led to the formulation of strict policies by the government to halt the spread of the virus.Some of the measures taken by the Nigerian government include total closure of worship centres, recreational centres, markets, academic institutions and libraries to mention only but a few. These measures were taken to limit gathering of people since the virus is spread solely by humans. The corona virus has changed various aspects of human life, as self-isolation and stay at home is now a compulsory action of responsibility to halt the spread of the virus and this has affected greatly the way users' access and use information services and resources emanating from their academic libraries.

Consequently, users' expectation of services and resources from their academic library may have changed due to the COVID-19 pandemic. Academic libraries ought not to be restricted to a physical building, as information communication technologies has boosted access to academic library services and resources irrespective of the location of the user. User expectation studies of academic library services and resources should be a regular routine by librarians to ascertain users' current expectation and satisfaction with the library services and resources. Understanding users' expectation of academic library services and resources in this challenging period of COVID-19 would enable libraries restructure their services and resources to meet the needs of their academic community. This study hereby probe users' expectation of library services and resources in the COVID 19 pandemic era. This study will contribute to knowledge and serve as a reference for scholars and researchers undertaking similar studies.

Statement of the Problem

Academic libraries render services and acquire resources that meet the information needs of members of their academic community. To be able to provide value packed services and acquire a balance collection that meet the exact aspiration of the users, it is necessary to frequently undertake users' expectation studies. Currently there is a gap in the literature in users' expectation of services and resources in College of Education Library, Agbor and Federal University of Petroleum Resources Library, Effurun, Delta State in this period of the ravaging COVID-19 plague. This lacuna in the literature prompted the need for the study.

Objectives of the Study

The general objective of the study was to compare users' expectation of library services and resources in College of Education Library, Agbor and Federal University of Petroleum Resources Library, Effurun, Delta State. The specific objectives were to:

- To ascertain the expectation of users of academic libraries as regards services in this COVID-19 Pandemic Era.
- To find out the expectation of users as regards resources made available by their academic libraries in this COVID-19 Pandemic Era.
- To examine the channels of accessing services and resources by academic library users in this COVID-19 Pandemic period.
- To know users satisfaction of academic libraries in this COVID-19 Pandemic Era.

Research Questions

The following research questions will guide the study:

- What are the expectations of users of academic libraries as regards services in this COVID-19 Pandemic Era?
- What are the expectations of users as regards resources made available by their academic libraries in this COVID-19 Pandemic Era?
- What are the channels of accessing services and resources by academic library users in this COVID-19 Pandemic period?
- What are users' satisfactions of their academic libraries in this COVID-19 Pandemic Era?

LITERATURE REVIEW

The literature will be reviewed under the following headings:

- COVID-19 Pandemic
- The expectation of users as regards services in this COVID-19 Pandemic Era;
- The expectation of users as regards resources in this COVID-19 Pandemic Era;
- The channels of accessing services and resources by users in this COVID-19 Pandemic period and
- Users' satisfaction of their academic libraries in this COVID-19 Pandemic Era.

COVID-19 Pandemic

COVID-19 was first detected in Wuhan City, China in late December 2019. The World Health Organisation (WHO) declared COVID-19 a Public Health Emergency of International concern due to the sporadic spread of the virus outside its country of origin, Wuhan City, China (WHO, 2020). WHO further declared COVID-19 an epidemic and much later a pandemic due to its fast spread around the continent of the world (WHO, 2020).People can be infected by the disease through droplets from an infected person to others in close contacts (Kumar, Malviya, & Sharma, 2020). COVID-19 is spreading fast in Nigeria and most African nations of the world. Nigeria as at the 29th day of July had a total of 41,804 positive cases and 868 deaths from the COVID-19 disease. This has caused fear and apprehension among the populace as it seem like they are fighting an unseen enemy. The government of Nigeria from their own end encouraged frequent hand washing with soap and running water, frequent use of hand sanitizers, use of face mask, good physical distancing and avoiding crowded spaces. The government also enforced some stringent policies to halt the spread of the virus some of which include; total shut down of markets, worship centres, academic institutions, libraries, international and local flight operation to mention only but a few. These policies have obviously affected how users' access information from their academic libraries to meet their information needs.

The expectation of users as regards academic library services in this COVID-19 Pandemic Era

There is paucity of empirical studies on the expectation of users as regards academic library services in this COVID-19 Pandemic era. Xia (2003) studied perceptions and expectations of users' communities and librarians in New Zealand academic library. It was revealed from the study that there were divergent views as regards the services expected by users. Majority of the respondents indicated virtual library services, while others indicated they expect more of telephone and email services to respond to their queries in a timely manner. Swapna, Jagdish, and Manjula (2017) studied

library user's perception and expectation of Mysore university library. It is found from the study that 37% of the respondents have given the library rating average and 32% have rated excellent for the services that Mysore University library is rendering. From studies in the literature, users expect the following from their academic library digital services; comprehensiveness, accessibility, immediate gratification, follow ability of data, ease of use, and multiple formats (Fast & Campbell, 2004; Novotny, 2004; Griffiths & Brophy, 2005 and Brophy &Bawden, 2005). Anyaoku, Osuigwe and Oguaka (2014) gave a holistic view of the paradigm shift in user expectation in this 21st century. The study revealed that users' expectation has changed rapidly due to the availability and easy accessibility to the internet and the World Wide Web. Users expect libraries to be creative in rendering services and they should adopt technologies to refashion their services in line with current realities. Bhattacharjee, Bhattacharjee and Sinha (2016), studied user perception and expectation of services from Tripura university library. The findings revealed that the users expect the university libraries to boost their use of social media for the enhancement of their services and resources.

The expectation of users as regards resources in this COVID-19 Pandemic Era
There are only a few studies that reveal the expectation of users in this COVID-19 pandemic era. Wenborn (2018) posited that students love to work independently anywhere they are due to their competence in information communication technologies. Wenborn (2018) further posited that students expect their academic library resources to be online, so they can access and utilise them from any physical position they are, and this is made possible by the emergence of information communication technologies available to them. Cox (2020) affirmed that at the Clemson University library was closed down due to the novel corona virus but users were able to access the library collections online. Cox (2020) further posited that years of curating digital contents, developing of robust interfaces and adequate web presence enabled them to meet up to the expectation of their users in this COVID-19 era. Saleh (2014) studied the information needs of remote library users in University of Maiduguri Distance Learning Programme. From the findings, it is clear that the users expect to have sufficient information materials available in full-text online, including electronic journals, full-text databases, digitized collections, e-books, etc. that are accessible remotely.Odu and Omini (2018) posited that users expect to access library resources with their mobile devices at their convenience so library should upgrade to meet user expectation of this 21st century. Kaur and Sharda (2010) affirmed that library users expect their libraries to obtain new electronic resources while simultaneously maintaining or growing traditional print collections until the electronic resources are fully stable. Mierzecka, Kisilowska and Suminas (2017) studied Researchers' Expectations Regarding the Online Presence of Academic Libraries. The findings revealed that access to online sources was revealed as the prevailing information need among the scholars. The researchers in the study expect their academic library resources to be adequately online.

The channels of accessing services and resources by users in this COVID-19 Pandemic period
Users can access academic library resources via various channels. Simmonds and Andaleeb (2001) posited that users can access the library resources without physically stepping into the library building with the advent of the internet and other information communication technological tools. Owusu-Ansah and Bubuama (2015) studied accessing library services by distance learners in University of Ghana Library System. The findings revealed that distance learners had no remote access to library electronic resources and other databases and therefore did not strongly agree to the provision of information needs through social media services. According to SeAMK University of Applied Sciences Library (2020) users can access and read e-books, e-journals, articles and dictionaries using their smartphones, tablets and other e-book reader devices. Kim (2018) analysed organisational schemes of information resources in library websites. According to the data, research guides and databases are the most common access points in the library website. Out of thirty eight business libraries/collections, thirty five (92%) provide either access points labelled as Research Guides/Subject Guides/User Guides under which a set of business topics are presented or direct links to particular business topics. Karim, Darus and Hussein (2006) studied mobile phone applications in academic library services. The study covered 206 undergraduate students from two

academic faculties in a Malaysian public university. The findings of the study revealed that the respondents are willing to access library services and resources via their mobile phone.

Users' Satisfaction with their academic library in this COVID-19 Pandemic Era
Currently there are paucity of empirical literature on users' assessment of academic libraries in this COVID-19 Pandemic Era. Adam (2017) assessed users' satisfaction of library service quality in Yusuf Maitama Sule University Library. The finding of the study indicates that users were satisfied with the facilities, resources and services of the YMSU library, city campus. Kumar (2020) assessed users' satisfaction with library services in Textile Engineering Institutes of Haryana. The findings of the study revealed that users were satisfied with the library services and resources. Babalhavaeji, Isfandyari-Moghaddam, Aqili, Shakooii (2009) assessed quality of academic library performance in Islamic Azad University science and research libraries. The findings revealed that services offered by the libraries surveyed had a relatively quality performance and average success (perceived quality is 2.9635≈50%). Ijiekhuamhen, Aghojare and Ferdinand (2015) assessed users' satisfaction of academic library performance in Federal University of Petroleum Resources, Effurun. The findings of the study revealed that respondents were highly satisfied with the library services, infrastructure/place/space, and collection/information of the library as a whole. Similarly, Ijiekhuamhen and Oyovwe-Tinuoye (2020) assessed users' perception of services, resources and facilities in Federal University of Petroleum Resources Effurun (FUPRE) Library. The findings of the study revealed that users were satisfied with the library policy, assistance from the librarians, the position of the library in meeting users' needs, the rules and regulations as well as organization of the library. Users were dissatisfied with the library location, building book lending procedure and opening and closing time.

RESEARCH METHODOLOGY

The descriptive survey design was adopted for the study. The population of the study comprises library users of College of Education Library, Agbor and Federal University of Petroleum Resources Library, Effurun, Delta State. 210 respondents were selected each from the two academic libraries via purposive sampling technique making a total of 420 respondents used for the study. The instrument used for data collection was an online questionnaire designed through Survey Monkey. The questionnaire was administered to the respondents through the Students and Staff Union social media pages to get instant feedback from the respondents. The data received via the questionnaire were analysed using descriptive statistics in the form of frequency count and percentage with tables for easy presentation of results.

RESULTS

Table 1: Questionnaire Response Rate

No of Questionnaires Administered	No of Questionnaires Retrieved	Percentage
420	376	90%

A total of 420 copies of the questionnaire were distributed and 376(90%) copies were returned.

Table 2: Gender Distribution of the Respondents

Gender	Frequency	Percentage
Male	232	62%
Female	144	38%
Total	**376**	**100%**

From Table 2, it is evident that 232(62%) of the respondents were male, while 144(38%) of the respondents were female.

Table 3: the expectation of users'academic library users' as regards services in this COVID-19 Pandemic Era

FUPRE Library			College of Education Library, Agbor		
User Expectation Statement	**F**	**%**	**User Expectation Statement**	**F**	**%**
Electronic Access to Library Services and Resources	348	93%	Electronic Access to Library Services and Resources	376	100%
Virtual Reference Services	376	100%	Virtual Reference Services	310	82%
Textbook Loan Services	56	15%	Textbook Loan Services	76	20%
Interlibrary Loan Services	127	34%	Interlibrary Loan Services	84	22%
Online User Education Programmes	298	79%	Online User Education Programmes	212	56%
Library Orientation Service	87	23%	Library Orientation Service	112	30%
Selective Dissemination of Information via Email	248	66%	Selective Dissemination of Information via Email	295	78%
Research Help Services Online	218	58%	Research Help Services Online	224	60%
Current Awareness Services	118	31%	Current Awareness Services	114	30%
A Study Hall with enough Spacing	184	49%	A Study Hall with enough Spacing	165	44%
Display of library services on Social Media	228	61%	Display of library services on Social Media	198	53%
Accurate COVID-19 Information to keep users updated	321	85%	Accurate COVID-19 Information to keep users updated	298	79%

From the **Table 3** above, it is clear that respondents from FUPRE and College of Education, Agbor expect similar services from their academic library in this COVID-19 pandemic era. They expect services such as electronic access to services and resources, virtual reference services, accurate COVID-19 information to keep them updated, Online user education programmes, selective dissemination of information via email, display of library services on social media, research help services online, and a spacious study hall to enable them observe the physical distancing while studying in the library. Respondents from both academic libraries expect less of services such as textbook loan services, current awareness services, interlibrary loan service and library orientation service. This implies that the lockdown directive of the federal government of Nigeria has change tremendously users expectation of services from their academic library as they expect to be served online/ electronically using information communication technological tools since they cannot go to the library physically due to the stay at home directive of the government.

Table 4: The expectation of academic library users as regards resources in this COVID-19 Pandemic Era

FUPRE Library			College of Education Library, Agbor		
User Expectation Statement	**F**	**%**	**User Expectation Statement**	**F**	**%**
Access to Books	87	23%	Books	101	27%
Access to E-books	288	77%	E-books	278	74%
Access to Journals	101	27%	Journals	97	26%
Access to E-Journals	312	83%	E-Journals	296	79%
Access to Magazines and Newspapers	56	15%	Magazines and Newspapers	68	18%
Access to E-zines and Online Newspapers	311	83%	Access to E-zines and Online Newspapers	321	85%

Access to Electronic Databases	345	92%	Electronic Databases	376	100%
Access to Geographical Tools	32	9%	Geographical Tools	65	17%
Access to Reference Sources	112	30%	Reference Sources	98	26%
Access to Academic Softwares	32	9%	Academic Softwares	54	14%
Access to Government Publications	294	78%	Government Publications	244	65%
Access to Internet Sources	318	85%	Internet Sources	314	84%

Table 4 above, on users' expectation of resources revealed that the respondents from both academic libraries expect almost similar resources in this COVID-19 pandemic period, they expect to have access to electronic databases, e-zines and online newspapers, internet sources, e-journals, e-books and government publication. The respondents expect less of print books, print journals, magazines and newspapers, geographical tools, and academic software in this period of the ravaging COVID-19 pandemic.

Table 5: The Channels of accessing services and resources by users in this COVID-19 Pandemic period

FUPRE Library			College of Education Library, Agbor		
Channels of Access	**F**	**%**	**Channels of Access**	**F**	**%**
Physical Visit to the Library	47	13%	Physical Visit to the Library	21	6%
Email Service	324	86%	Email Service	341	91%
Social Media Platforms	17	5%	Social Media Platforms	242	64%
The Library Webpage	56	14%	The Library Webpage	45	12%
Library Blogs	58	15%	Library Blogs	17	5%
Library Magazines	21	6%	Library Magazines	32	9%

From **Table 5** on the channels of accessing services and resources in this COVID-19 pandemic period revealed that the respondents from both academic libraries agreed that they access library services and resources majorly through Email Service. It was also revealed that the respondents from College of Education, Agbor 242(64%) indicated that the alsoaccess their academic library services and resources through their library social media platforms, while on the contrary only 17(5%) of the respondents from FUPRE indicated that they access their library services and resources using their library social media platforms. Respondents from both academic librariesindicated they access their services and resources using less of library blogs, physical visit to their libraries, library webpage, and library magazines.

Table 6: Users' Satisfaction with their Academic Library in this COVID-19 Pandemic Era

FUPRE Library				
Users Assessment Statement	**Highly Satisfied**	**Satisfied**	**Dissatisfied**	**Highly Dissatisfied**
Current Opening/ Closing Time	32(9%)	52(14%)	51(13%)	241(64%)
Location of Academic Library	256(68%)	31(8%)	45(12%)	44(12%)
Access to Services	56(15%)	35(9%)	69(18%)	216(58%)
Access to Resources	71(19%)	25(7%)	45(12%)	235(62%)
Currency of Resources	234(62%)	34(9%)	77(21%)	31(8%)
Space of the Library	56(15%)	42(11%)	33(9%)	245(65%)
Professionalism of Staff	312(83%)	17(5%)	13(3%)	34(9%)
User Friendly Webpage	286(76%)	30(8%)	27(7%)	33(9%)
Social Media Integration	46(12%)	64(17%)	28(8%)	238(63%)
Ventilation of the Library	296(79%)	24(6%)	18(5%)	38(10%)
Conduciveness of the Library	304(81%)	23(6%)	12(3%)	37(10%)

College of Education Library, Agbor				
Users Assessment Statement	Highly Satisfied	Satisfied	Dissatisfied	Highly Dissatisfied
Current Opening/ Closing Time	45(12%)	41(11%)	54(14%)	236(63%)
Location of Academic Library	242(64%)	76(20%)	24(6%)	34(9%)
Access to Services	36(10%)	34(9%)	22(6%)	284(75%)
Access to Resources	48(13%)	46(12%)	34(9%)	248(66%)
Currency of Resources	306(81%)	22(6%)	31(8%)	17(5%)
Space of the Library	277(74%)	34(9%)	38(10%)	27(7%)
Professionalism of Staff	302(80%)	25(7%)	23(6%)	26(7%)
User Friendly Webpage	35(9%)	27(7%)	28(8%)	286(76%)
Social Media Integration	56(15%)	38(10%)	37(10%)	245(65%)
Ventilation of the Library	311(83%)	25(7%)	18(4%)	22(6%)
Conduciveness of the Library	264(70%)	56(15%)	24(6%)	32(9%)

From the findings in **Table 6**, it is clear however that the respondents from both academic libraries are satisfied to a high extent with the location of their academic libraries, currency of resources available, professionalism of staff, ventilation and conduciveness of the library. Only respondents from College of Education, Agbor indicated they were also satisfied with the space of their library. Respondents from both academic libraries were dissatisfied with access to services available to them, access to resources, and social media integration to enhance access to services and resources. Respondents from FUPRE indicated their dissatisfaction with the current library space available. The studies revealed that the respondents were average satisfied with their academic libraries, but expect more of online

DISCUSSION

The study was undertaken to ascertain users' expectation of academic library services and resources in this period of the ravaging Corona Virus. The findings revealed that respondents from both academic libraries agree on the service to expect. They expect services such as electronic access to services and resources, virtual reference services, accurate COVID-19 information to keep them updated, Online user education programmes, selective dissemination of information via email, display of library services on social media, research help services online, and a spacious study hall to enable them observe the physical distancing while studying in the library. Respondents from both academic libraries expect less of services such as textbook loan services, current awareness services, interlibrary loan service and library orientation service. They expect to be served using information communication technology tools since they may not be able to visit the library physically to meet their information needs. This finding agrees with the assertion of Anyaoku, Osuigwe and Oguaka (2014) that users expect libraries to be creative in rendering services and they should adopt technologies to refashion their services in line with current realities. The current realities brought about by COVID-19 have prompted the need for academic libraries to serve users more using ICT tools. This finding also agrees with the study of Xia (2003) which revealed that a majority of the respondents indicated they expect more of virtual library services from their academic library.

On users' expectation of academic library resources in this COVID-19 pandemic era, it is clear from the findings that the respondents from both academic libraries indicated they expect to have access to electronic databases, e-zines and online newspapers, internet sources, e-journals, e-books and government publication. The respondents expect less of print books, print journals, magazines and newspapers, geographical tools, and academic software. It is glaring from the findings that users expect more of electronic information resources that they can access at their convenience without necessarily visiting the library physically. This finding aligns with the position of Wenborn (2018) that students expect their academic library resources to be online, so they can access and utilise them from any physical position they are, and this is made possible by the emergence of information communication technologies available to them. If resources are available to users online, they may not

require to physically visit the library and this will enable them adhere to the government stay at home directive due to the Corona Virus.

On the channels of accessing services and resources in this COVID-19 pandemic period, it was revealed that the respondents from both academic libraries agreed that they access library services and resources majorly through Emailing the Reference Librarian of their academic library. Only respondents from College of Education, Agbor indicated they also access library services and resources using social media. Respondents from academic libraries agree that they access services and resources less using physical visit to the library, their library webpage, library blogs and magazine. This finding agrees with the study of Darus and Hussein (2006) which revealed that respondents are willing to access library services and resources via their mobile phone.

On users' satisfaction with their academic library in this COVID-19 Pandemic era, it can be observed from the findings that the respondents from both academic libraries were averagely satisfied with their academic library in this COVID-19 Pandemic Era. Although they require much improvement from their library in terms of the incorporation of information communication technologies in the enhancement of their services. This finding disagrees with the study of Ijiekhuamhen, Aghojare and Ferdinand (2015) which revealed that users were highly satisfied with their academic library services and resources. The findings of the current study had shown that users were averagely satisfied though they expect more incorporation of information communication technology in service delivery to boost their access in this COVID-19 pandemic era.

CONCLUSION

The COVID-19 Pandemic ravaging the world currently has affected the normal way of rendering services by professionals in different fields of life and the librarianship profession is also not an exemption. In this critical time highly characterised with strict policies to halt the spread of the virus, users' expectation and demand from their academic libraries has obviously changed. The government of Nigeria have highly advised her citizenry to observe physical distancing and stay at home in order to take responsibility in the fight against the novel corona virus. The government also ordered the closure of academic institutions which means academic libraries are also closed by that directive. Users expect that though the building of the library is closed, the doors of library should be opened electronically through providing access to services and resources using information communication technological tools.

However, In this COVID-19 Plague era, users would expect services such as electronic access to services and resources, virtual reference services, accurate COVID-19 information to keep them updated, online user education programmes, selective dissemination of information via email, display of library services on social media, research help services online, and a spacious study hall to enable them observe the physical distancing while studying in the library. Users also would expect to have unrestricted access to electronic information resources at their convenience, since they may not be able to visit the library and access the print resources available. Also, users will expect to have multiple access to their academic library services and resources as they will not love to be restricted to only one access point. User expectation studies would enable academic libraries understand the aspiration of users as regards their satisfaction with library services and resources. It would also enable academic libraries nip at the board the various factors causing dissatisfied of users relating to services and resources. Conducting studies on users expectation of library services and resources in this period of COVID-19 plague is timely, as the results from the study would enable academic libraries formulate users centred polices, restrategize, as well as provide pinpointed services and resources that satisfied the needs and aspiration of their users.

RECOMMENDATIONS

The following recommendations were made in line with the objectives of the study:

- Academic libraries should improve in the use of information communication technologies to boost access to their services and resources in pandemic period.
- Academic libraries also should integrate more social media tools to provide multiple access points to services and resources.
- Academic libraries should have a portal specifically designed for the purpose of sharing their services and resources especially in this COVID-19 era.
- Regular user expectation studies should be conducted by academic libraries to be able to render services and acquire resources that meet the exact needs of their users.

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