Application of Social Media Devices: Effective Instruments for Library Services Provision to Physically Challenged Academic Library Users in Nigeria

Festus Onifade

Abstract

Provision of library services is very important to all and sundry particularly physically challenged library users, the study therefore based on the application of social media devices as an effective instrument for library services provision to physically challenged library users in Nigeria, the study examines the concept of physically challenged person to be someone who cannot carry out normal day-to-day activities, or as a result of their appearances which labeled them physically challenged, the study further preempts on social media concept, common types of social media devices used for library services such as YouTube, WhatsApp, Facebook, Flickr among others, that they are good instruments to publicized library services to physically challenged library users, highlighted some of the library services to the physically challenged library users to be reading, references, reprographics, online, transcription marketing, SDI, CAS, and many more services.

Index terms— social media, library services, physically challenged, library users, nigeria

1 Introduction

he core function or value of a library is the provision of library services and resources to its users in the right format, regardless of abilities or disabilities, or physical form of users. To successfully do that there is a need for the application of social media to the provision of library service for physically challenged library users. Anjiode (2010) noted that there is a person with physically challenged disabilities all over the part of the world and at all levels in every society. The physically challenged library has a substantial long-term adverse effect on one's ability to carry out normal day-to-day activities. Iroeze, Umunnakwe and Eze (2017).There are more than 19million physically challenged persons in Nigeria Society Adamu (2009).

According to World Health Organization (WHO) (2001) relates physically challenged or disabilities as "any restriction or lack (Which resulting from an impairment) of ability to perform an activity in the manner or within the range considered normal for a human being. Remesh and Singh (2001) emphasize on physically challenged or disabilities may be cognitive, mental, sensory, emotional, and developmental or sometimes a combination of these. In clear terms, people or library users are label as disabled, handicapped, and physically challenged because they look different from the rest of the persons in society on account of their appearance or behavior or capacity to learn, develop or do certain things themselves. Rehabilitation council of India (1992) examined disabled person as one whom in his/her society is regarded as disabled, because of a difference in appearance and or behavior, in combination with a functional limitation or an activity restriction. Lawal -Solarin (2012) defines physically challenged as an inability to perform some or all the tasks in daily life or a medically diagnosed condition that makes it difficult to engage in the activities of daily life.

World Book Encyclopedia (2004) noted that some people are born physically challenged, while others develop them later in life. There are however many types of challenged or disabilities: both physically and mentally, and they vary greatly in the cause of degrees and treatment. Common disabilities include blindness, deafness, and deformity loss of limbs, mental illness, and mental retardation, muscular, nervous, and sensory disorder,

1

Saliu, Rabiu, and Alabi (2016). Most challenged persons suffer rejection, isolation, discrimination, humiliation, segregation, and maltreatment from other members of the society Adesokan (2003). The physically challenged library users/students encountered barriers in their quest for access to library services. Viney (2006) noted that they encounter physical access limitations such as retrieving books from library shelves. Okoli (2010) emphasized the poorly built architectural buildings which have discouraged many physically challenged library users from having the right to provision of information services. However, if this is what physically challenged library users encountered or faced, then there is a need for the provision of library service to these target groups of library users by applying social media devices for providing library services to physically challenged users in Nigeria. The application of social media in libraries is extensive through providing information services to the users to ease their worry, creating awareness about library event news, new arrivals of books, users orientation programs, library tour connecting with other libraries, and librarians feedback. About the library services Hadagali, Kenchakkanavar, and Tadasad (2019) services include Circulation services, Reference services, information services, Bibliographic service, Abstracting service, indexing services, current awareness services (CAS) selective Dissemination of information (SDI) Reprographic Services, Translation Services, CD-Rom (Compact-Disk Read why memory), Services and Online Services.

Hence, in this information communication technology advances driven society, the library must employ these social media devices to offer better library services to physically challenged library users. Such social media device includes Facebook, WhatsApp, Myspace, Ning, Blogs, Linkedin, Twitter, Youtube, Flickr and Library things, etc.

Consequently, for physically challenged library users to be relevant and belong to the common society and do what a normal physical formed human being does, there are urgent needs for libraries in Nigeria to apply social media device for their library services delivery which this study tends to explore for better and future sustainability.

2 II.

3 Review of Related Literature a) Concept of social media

Social media have been defined in a variety of ways. Social media is the general name given to every form of social interactions while social network is a subset of it. Burke (2013) specified that social media is the media (content) that one uploads whether a blog, video, slideshow, podcast, newsletter, or eBook. Consider social media as a one-to-many communication method. Though people can respond and comment, the owner owns the content and has to produce (write/record/create) the media yourself. Dewing (2012) further indicated that social media refers to the wide range of internet-based and mobile services that allow users to participate in online exchanges, contribute user-created content, or join online communities. Cohn (2011) indicated that social media and social networking have been instrumental in many major events around the world. It is fair to say that social networking is a subcategory of social media. Social media is the use of web-based and mobile technologies to turn communication into an interactive dialogue, on the other hand, is a social structure with people who are joined by a common interest. This is further stated by Dodson (2012) that social networking involves direct communication and requires a conversation between two or more parties. Social media offers channels by which the content can be acted upon. The idea behind the act of social networking seems to be the idea of building networks of like-minded and influential individuals in a related field or area of interest to, in fact, gain something out of it all. Social media, on the other hand, is the actual vessel in which all this "networking" takes place.

Social media has been defined as website which allow profile creation and visibility of the relationship between users, and which are also referred to as social media sites Diga and Kelleher (2009). Evans (2011) further emphasized on social media sites allow users to generate their content, commonly referred to as users-generated content to share their experience inmany different ways. Begum and Parvin (2019) considered social media as social networking sites that are virtual communities where users can create individuals to communicate. Hadagali, Kenchakkanavar, and Tadasad (2019) observed that some authors fail to distinguish between social media and that of social networking and use these terms synonymously in a different context. However, Dina (2011) differentiates between social media and social networking via LinkedIn Group (Freelance Editing Network). Social media (noun) is the 'tool' and social networking (verb) is what you do with that tool and how you use it.

4 b) Common Types of Social Media Devices Used For

Library Services Common types of social media devices were considered based on their popularity and widely used among libraries to provide accessibility and successful delivery to library users, such as; YouTube, Whatsapp, Flickr, Facebook, Weblog, Twitter, MySpace, LinkedIn, and Library Thing among others. Few among social media devices selected as instruments for Library services provision are discussed below:

Garoufallou and Charitopoulou (2011) observed that YouTube is a widely used social media devices by the students to do the following: ? To help the librarians to post videos on conferences, workshops, library events, library tours, or bibliographic instruction for the benefit of users. ? It helps in users' education/bibliographic instruction videos can be shown during the class hours on how to use a test, tool, database, search engine, formula, etc. ? YouTube allows the librarians to save favorite subject-related videos and also enables them to create a playlist and share them among the users.

YouTube however according to Ezeani and Igwesi (2012) helps institutions in Nigeria, to communicate important highlights of inaugural lectures, conferences, and workshops to library users physically challenged inclusive.

5 ii. WhatsApp

Whatsapp is one of the popular and commonly used social media devices, this is a device where Instant messages can be gotten and it allows users to send text messages, images, videos, etc. to each other for free. WhatsApp allows and gives rooms for a lot of thing such as: ? To attach files through. Word document, PDF, PPT, etc. ? WhatsApp allows the users to stay updated on library events. ? WhatsApp enables the librarians to post news about the library, images, and videos of the library orientation program and library events. ? It also allows librarians to interact with the users through discussion groups, image tagging, and receive comments, feedback, and suggestions to improve the Library services. ? It allows the librarians to provide the most important services i.e. 'Ask a Librarian' without being physically present in the library. Hadagali, Kenchakkanavar and Tadasad (2019).

iii. Flickr Flickr is another common and popular social media device known for image sharing application which is being widely used to share images within groups or communities. Flickr is popularly known as a photosharing application that also enables users to post videos (Dickson and Holley, 2010). Garoufallou and Charitopoulou (2011) submitted that Flickr was the second most preferred Web 2.0 instrument used by students Flickr also do the following things to disseminate library services to patrons in the library: ? Flickr allows the librarians to upload and share images of the library events/programs / and activities to the users ? It enables to tag images with keywords. These tags will further be useful for locating the relevant images. ? It helps Librarians to create discussion groups and post-academic / subject-related photographs. ? It enables the librarians to post videos on the virtual tour of the library.

According to Ezeani and Igwesi (2012), Flickr can be used as an instrument to share and distribute new images of library collections. Cover pages of new arrivals of both books and journals can be disseminated to users through Flickr. It can also be used to enlighten users on topical issues such as the different pictures of emblems of the political parties in Nigeria.

6 iv. Facebook

Facebook is a for-profit corporation and online social media service founded by Mark Zukerberg sometime in February 2004. Facebook allows its users to create an online profile, add friends and enable them to post and view each other's profiles (Ellison et al., 2007). Facebook is one of the widely used social media devices used mainly for interaction and sharing. Using Facebook applications following library services may be provided to the end-users: ? Facebook applications enable the librarians to access the contents of the library catalog without actually going to the library and visiting the library's website. ? Facebook can be used to share academic activities, essentially for providing information literacy programs/orientation to users-new intake students ? Facebook enables the librarians to provide information to the users on the events, activities and programs, new arrivals of books (through posting videos and providing links) ? Facebook links the users to online tutorials on how to use a device, education programs, etc. ? It helps to advertise library events and create online library study groups for the users. ? Facebook facilitates access to question paper banks, wherein the user can make use of the question papers without geographical limitations.

Facebook is librarian-friendly with many applications like JSTOR search, World Cat, and many more. Librarians can interact with users to know their information need. Libraries try to link some of these specialized library applications to Facebook Ezeani and Igwesi (2012).

7 v. Weblog

A weblog is a website that is common, popular, and usually maintained by an individual, with regular entries of commentary, descriptions of events, or other materials such as graphics, or videos. Entries are commonly displayed in reverse chronological order (Wikipedia.org) Boxen (2008) defines a Blog as a webpage consisting of user-supplied content in reverse chronological order. Web publishing has become easy because of its simplicity in publishing the contents and records the comments by the other persons.

Hadagali, Kenchakkanavar, and Tadasad (2019) identified the following library services that may be rendered through the library to the users using Weblog: ? Weblogs enable user interaction which further allows students to provide feedback on the services provided by the Librarians. ? Librarians can flash the news about the library events/programs/activities which take place at the library to users. ? Weblogs allow Librarians to create different subject guides to fulfill the demands of the students. ? Librarians can create blogs detailing the programs of the projects undertaken on the renovations occurring at the library. ? A weblog can be used to interact with users offering their own choice of contributions like debate and interaction. ? Librarians and users can get current information about various subjects (through alerting services) in general to specific through weblogs. it could also be used to market library services.

8   c) Library services provision to physically challenged library users

Provisions of library services to students or to users that are physically challenged are very important. A library is a service provider institution and the university library is not exempted. University libraries in the spring of knowledge and information provided will always be valued at a premium. In the modern significantly and socially vigilant society, especially when the grains of right to information are gaining much currency. The library service which brings the staff in contact with users to provide the right information to the right user at the right time and to help in finding out resources and providing required library services should be emphasized. Some important kinds of library services offered by libraries to physically challenged library users are: i. Reading services Ayiah (2007) observed that the provision of reading services is highly essential entirely dependent on resource persons and volunteer students. There are no readers employed to serve visually challenged Students but as part of the resource person's work schedule, they are expected to provide that service whenever the student needed it. As Craddock (2001) noted that accessing information is of utmost importance for anyone pursuing an academic program. If a physically challenged student is delayed access to information simply because a reader was not available or a resource person would not complete the task, then the ability of the physically challenged student to complete an assignment in time interferes with added consequences. Rayini (2017) emphasized the need for libraries to develop a strategy for engaging readers and providing them with training. Training users in the use of new services and in new technologies that support these services is essential. Libraries should make users aware of new services or changes to existing services. Many libraries for the blind accomplish this through alternative-format newsletters or special training sessions. The Internet can also be an effective mechanism for introducing users to a new service and guiding them through it.

9   ii. References services

This service is highly interactive and brings the visually challenged students closer to the resource persons and this brings a lot of problems since these resource persons are not professional librarians. Ayiah (2007)academic Library is supposed to perform the following functions: teaching, research, publication, conservation of knowledge and ideas, extension and service, and interpretation, the services to be provided are listed below by (Kumar 1996).

? Providing instruction in the use of library, general and specific information, ? Assistance in the location (or searching) of documents or use of library catalog understanding of reference books ? Reader's advisory service, ? Compilation of bibliographies, preparation of indexing and abstracting services, ? Reservation of documents-In case a document has not been loaned, then a user who needs it can get it reserved so that when the document is returned then the user can be informed and he can get it issued, ? Interlibrary loan -ILL refers to a request for a document not available in the library. Whatever might be the nature of the library, but it should take advantage of borrowing books from other libraries, etc.

iii. Transcription services Transcription work is done at the Braille Library situated in Balme Library which doubles as a resource center for students with Disabilities. This may seem to be against the established practice. Craddock (2001) believes that a library serving physically challenged library users or visually challenged students must provide such readers with the information they require in the appropriate formats and insufficient time for it to be useful.

10   iv. Marketing and Advocacy

Rayini (2017) observed print-disabled users are very often among the poorest of the poor in many countries, usually isolated from others with similar disabilities. Because the majority of people who are( ) G Year 2021

Application of Social Media Devices: Effective Instruments for Library Services Provision to Physically Challenged Academic Library Users in Nigeria blind tend to be elderly, they are reliant on libraries for the blind to aggressively advocate on their behalf. In addition, special techniques are required to market to this group and to make them aware of library service opportunities. All staff should recognize their role and responsibility in promoting and advocating for the needs of these users. Marketing and advocacy initiatives must also engage a wide group of stakeholders, including other agencies and the general public who could support the work of the library. Irvall and Nielsen (2005) considered a person in a wheelchair or using crutches or a walker should be able to enter through the door and pass through security checkpoints. A blind person with awalking guide dog should also be able to enter without encountering obstacles. They emphasized that: Sufficient space in front of the door to allow a wheelchair to turn around, entrance door wide enough to allow a wheelchair to enter, Automatic door opener reachable by a person in a wheelchair, No doorsteps –for easy wheelchair access, Glass doors marked to warn visually impaired persons, Security checkpoints possible to pass through with a wheelchair/walker or other mobility aids, Stairs and steps marked with a contrasting color, Pictogram signs leading to elevators, Well lighted elevators with buttons and signs in Braille and synthetic speech, Elevator buttons reachable from a wheelchair.

11   v. Indexing services

Indexing services is one of the paramount services provided to different kinds of library users regardless of the ability or disability of the users. An index is an organized tool to the text of any reading subject matter or the

contents of other collected document materials, covering a series of entries, with headings shaped in alphabetical or other chosen order, and with references to reveal where each item indexed are located. Thus, it is cogently perceived that an index is a list systematically arranged providing enough details about each item so that it can be figured and brought out (British Standards Institutes, 1964). There are various types of indexes: Book indexes, Index of collections, Periodical indexes, Newspaper indexes, Citation indexes.

12 vi. Abstracting services

The modern era is christened as an era of the information age. There is no branch of knowledge where a large quantum of information has not been generated. Therefore, huge sources are documented but it creates the problem of not only organizing knowledge but also in the selection of quality and important information products. An abstracting service intends to facilitate the summarization of new documents and inform the users about the topical areas of interest to them, (Ashworth 1979), the various kinds of abstract are reorganized by their scope on coverage. The commonly known abstracts are indicative and informative. Other kinds of abstracts are author abstract, locative abstract, telegraphic abstract, auto abstract, etc vii. Selective dissemination of information services (SDIs) This is a service provided where tools and resources are used to keep clientele informed of new resources on specified topics Ambali, Usman, and Adesina (2018).A service that is personal rather than common; it has evolved out of the development of key term indexes, viewed as personalized CAS/SDI services high-interest areas. It is the service concerned with the "channeling of new ideas of information for whatever source to those points within the organization where the probability of usefulness, in connection with current work of interest. The SDI encapsulates a strategy to prepare users' services manual and computerized methods are in operation mainly depending upon the level of automation of library services.

13 viii. Current awareness services (CAS)

CAS is a service to make the users aware of the availability of recent publications. CAS can be a list of journal titles or contents of periodicals or a list of newly arrived documents. The libraries announce regularly the list of new additions of books, list of periodicals, and current contents of periodicals to provide this service. Pertinently current information is available in newsletters, newspapers, journals, and other micro documents (Pal, 2004). Vickery defines CAS as "more frequently and more adequately met by circulation than by retrieving current journals, newly received books and reports, abstract bulletin and the like being fed and scanned by users.

14 ix. Reprographic services

The term reprography was used for the first time in 1954 as a generic term for all kinds of facsimile reproduction of documents, covering in its scope, processes, and techniques related to photocopying, microcopying, blueprinting, electronic copying, thermo copying, dyeline reproduction, etc. In earlier times all these processes and techniques were called copying which without a doubt was wider in its ambit and did encompass copy typing and duplicating in the offices, photocopying in the libraries, and blueprinting in drawing office. **??**rashar (2003). According to Bose, (1972), a reprographics service is a group of mechanical devices whereby one or multiple copies of a document can be made through the copying and duplicating process. Reprography covers not only devices but processes and techniques and includes mechanical along with photographic, thermal, and electronic processes too. According to Hawken, (1966), reprography is a term applied to draw attention to the copying processes and methods applied for both copying and duplicating documents. The role of reprography is instrumental in communication. In the modern era, there is the aggrandizement of information, reprography facilities, and information scientists who bring home a researcher, right at his desk, the literature pertinent to his area of subject for numerous sources.

15 x. CD-ROM (Compact-Disc Read Only Memory)

Services CD-ROM (Compact-Disc Read Only Memory) Services CD-ROM is one of the storage media developed due to information explosion as well as the urgency for quicker processing and accessing of information. CD-ROM is known for the revolution in information media. CD-ROM technology has proven itself as a blessing for libraries in facilitating library service to the users. CD-ROM is more accessible for searching the information and as it occupies less space and has a large storing capacity, it is more suited for university libraries. (Khan, 1997) xi. Online services Online Services Online system is also a revolution, in which the user is provided a seat at a terminal connected to a database and can interact with the computer. Shaping search strategies based on the response, the searcher has quick access to the database. The user can interrogate the computer directly. The output can be printed out or displayed on the screen. The computer acts as a storage place for the accumulation of information. Online services indicate that users have access to information through the usage of video displayed keyboards. The user can operate the keyboard, give the command and the outcome can be revealed on a video display or cathode ray tube. If the users want a printed record then he has to push a button and the record will be printed out. **??**harma and Grover, (2004) observed that, If the user has numerous indexes and abstracts available to search at a computer terminal, Libraries must not discriminate against individuals with disabilities and shall ensure that individuals with disabilities have equal access to library resources. To ensure such access libraries may provide individual with disabilities with services such as extended loan periods waived late fines extended reserves periods, library card for proxies, books by mail, reference services by fax or e-mail, home delivery services remote

access to the OPAC, remote electronic access to library resources, volunteers readers in the library, volunteers technology assistants in the library, American Sign Language (ASL) interpreter or captioning at library programs and radio reading services. Sources: http://www.ala.org/asgcla/resources/libraryservices d) Uses of social media devices for library services delivery to physically challenged students Social media devices have the potential to facilitates a much closer relationship between libraries and other patrons, particularly physically challenged library users; Semode, Ejitagha, and Baro (2017) conducted a study on social networking sites: changing roles skill and use by the library in tertiary institutions in Nigeria. The findings of the study revealed that the librarian should use social media devices for notifying news, share information about library resources and library events to users, they should also write good posts on the library Facebook page, this will attract user to like the library Facebook page, and this can also be extended to physically challenged students.

Bhatt and Kumar (2014) researched opinion the use of social networking tools by librarians; it was revealed from the study that the use of social media devices is important to capture the attention of online users and help in distance learning and knowledge sharing.

ALA (2001) emphasizes on Libraries marking good use of social media and web 2.0 application the study revealed that libraries of all types are increasingly using social media tools to connect with library users and to make library program and service accessible.

Dickson and Holly (2018) noted that social networking can see an effective method of student outreach in academic libraries if libraries take care to respect student's privacy and to provide equal coverage for all subject areas.

Begum and Parvin (2019) conducted a study on incorporating social media into library service: present scenario at East-West University library, the findings of study revealed that libraries can be the best promoters of their materials by proactively sharing their resources and services through social media.

Ayiah (2007) conducted a study on the provision of library and information services to visually challenged students in University of Ghana the findings of the study revealed that there is the need for specialized training on how to serve in general cuts across all aspects of the person whose duties necessitate dealing with special need people particularly physically challenged library users.

Ezeani and Igwesi (2012) conducted a study on using social media for dynamic library service delivery, the findings of the study revealed that librarians should educate patrons on the use of these social media device to adapt to new ways of accessing, communicating, and sharing knowledge and that the brilliant use of the social cyberspace promotes opens access to knowledge.

Burclaff and Johnson (2016) did an overview on teaching Information literacy through social media: An exploration of connectivism, the finding of the study revealed that students frequently connect to other people's resources and information using social media devices such as Facebook, Twitter Linkedin, etc.

Lederer and Feldman (2012) said studies have shown that the students prefer contacting a librarian virtually particularly physically challenges library users as long as the platform is efficient. Zaid and Zaid (2017) Emphasized in the study, the exclusion of persons with visual impairment in Nigerian Academic librarians' "website" the outcomes of the study revealed that creating a webpage for disability services and incorporate accessibility statement on the library homepage and in all library publications and campus materials to allow disability library users have accessibility.

Hadagali, Kenchakkanavar, and Tadasad (2019) Social medial platforms effective tools to provide innovative library service in a university environment. The outcomes of the study revealed that the usage of social media in university libraries in India is still in the formative stage and needs to gear up to meet the growing expectations of the users.

16 e) Benefits of social media devices to physically challenged library users

The benefits of social media devices to any group of people cannot be overemphasized, regardless of age, sex, religion, tribes, education, and so on, therefore, physically challenged library user should be able to use and enjoyed social media devices to maximal level, Thus, this study agreed with Vasquez and Nevada (2013) who identified some benefits of social media assistive technology as follows:

1. Social media devices help physically challenged library users to connect socially with others when they are not able to leave home because of their conditions. 2. Social media devices also help physically challenged library users to connect with e.g visually impaired people using Twitter to communicate with friends instead of crowded social situations where eye contact is difficult. 3. Social media devices connect with others who share health medical conditions and similar life experiences. 4. Social media devices provide a platform to educate disable library users without leaving home. 5. Social media allows the opportunity for messages to go viral and increased social skills networks 6. Social media provides independence and selfexpression opportunities for physically challenged library users 7. Individual physically challenged library users to research and educate themselves 8. Social media devices platform like Linkedin improve employability options for physically challenged library users 9. Social media devices highly motivating way to improve technology skills and implement assistive technology: increase digital competence of physically challenged library users. Sources:http://nevadaddcouncil.org/wpcontent/uploads/2c13/10/social-media-disabilityconference.pdf.

In a similar vein, Semode, Ejitagha, and Baro (2012) highlighted some benefits of social media devices as follows:

1. Twitter as social media devices distribute library news and provide customer information and services also build connections with other libraries, librarians, and institutions. 2. Facebook as social media devices benefits physically library users as to distribute library news and information more social and less formal than Twitter -share photographs and run competitions, engagement with students promote general library collection, digital and archive special collections and information literacy to physically challenged library users. 3. More also, social media devices provide an arena for students and course facilitators to pin reviewed and recommended reading for a particular topic and develop communities with other online libraries to physically library users.

f) Special training for library staff to help physically challenged library users Ayiah (2007) affirms that dealing with individuals with visual requires that the individual understands, read and write in their preferred mode of communication which is Braille. The person must be someone who can read and use Braille in communicating with these students. Braille varies from a simple alphabetical notation to specialized notations for computers, foreign languages, music, mathematics, and other disciplines. Training in reading and writing Braille, the individual will be in a better position to use assistive technology, including screen review software such as JAWS; scan and read systems such as OpenBook and Kurzweil 1000 and possibly portable notetakers such as Braille Lite series, Braille 'n speak, Type 'n speak, etc. to effective and efficient communication with them and also using that to provide them with the requisite information timely.

Rayini (2017) emphasized that; libraries need to develop a strategy for engaging physically challenged readers and providing them with training. Training users in the use of new services and in new technologies that support these services is essential. Libraries should make physically challenged users aware of new services or changes to existing services. Many libraries for the blind accomplish this through alternative-format newsletters or special training sessions. The Internet can also be an effective mechanism for introducing users to a new service and guiding them through it.

Irvall and Nielsen (2005) pointed out that accessibility to the library should be a clearly defined management responsibility. A designated employee should act as a liaison person with disability groups and support organizations. It is, however, important that all staff be knowledgeable about various types of physically challenged or disabilities and how to best assist the users. Staff should also communicate directly with the patron and not through a caregiver. Examples of appropriate staff training include: ? Invite persons with disabilities to staff meetings to talk about their needs as library users ? Distribute e-mails and/or other information to staff regularly about library services to specific physically challenged or disability groups. ? Include information about services to special user groups in the orientation/orientation package for new staff.

17 g) Challenges of using social media devices by physically challenged library users

Getting social media devices used by physically challenged library users can be a challenge at times, can be difficult and tasking, some of the challenges faced by physically challenged library users as highlighted by Ezeani and Igwesi (2012) as follows:

Lack of awareness: users of academic library especially physically challenged users are not aware of the protocols involved in social communication, these categories of users are possibly not or may be unaware that there is a subject specialist in their discipline that can help them used these social media devices, therefore here comes the works of librarians to initiate contact with these group of users.

Bandwidth problem: Still on these challenges, most institutions have limited bandwidth to support this practice; poor connectivity can frustrate effective online participation of physically challenged library users, on the part of institutions and the users.

Technophobia: Oftentimes, many users particularly physically challenged library users are afraid of handling computers or social media devices for harness library service, having no option they make use of traditional library services in their comfort zone, thereby they are not eager to embrace change perhaps it may be because of their health conditions.

Lack of maintenance culture: The most serious thigh to do is the issue of constant maintenance in all aspects in Nigeria, maintenance culture is seriously lacking in most institutions in developing countries. The few available technologies are in moribund conditions that may not support remote access to library service/information services.

18 Sporadic power supply:

The low or irregular power supply in Nigeria constantly discourage physically library users from accessing library services.

19 Lack of training:

Lack of staff training to handle the physically challenged user is another concern, it to be attended to However, Semode, Ejitagha, and Baro (2017) highlighted challenged associated with using social media device as follow:

Bad network, lack of time, power failure, inadequate competent of staff to handle the social media devices, some library users are not on any of social network, among others, these are evidence that using social media devices may be difficult.

20   III. Recommendation and Conclusions

This was conducted to cross-examine the application of social media devices as effective instruments for providing library services to physically challenged library users in Nigeria. It was observed on assumption that the physically challenged library users have more social media devices to connect with library services can offer them via the social media devices, it was clearly emphasized that these categories of users oftentimes faced a lot of humiliation discrimination, segregation, and rejection as a result of these the provision of library services becomes difficult for them to accessed and if going through these barriers in their quest for access to library services, then libraries should devise a means of communicate to them through the social media instruments by libraries/librarians connecting to other libraries to help their physically challenged library users. However, it was noted that various library services physically challenged library users to have access to such as reference, referral, indexing and abstracting, selective dissemination of information (SDI), current awareness services (CAS) online etc. which can be delivered to the physically challenged users at their convenience through the use of social media devices application such as Facebook YouTube, Whatsapp, Flickr among others by attaching files, through the document, PDF, PPT, HTM, etc interaction also take place through discussion groups image tagging. Since there are numerous of social media devices which can help libraries/librarians to reach out to their users, particularly physically challenged library users, the library should therefore employ the opportunities to get these target group of users feels important by mailing library services to them. Hence, the study clearly defined management responsibility that a designated employee should act as a liaison person with disability groups and support organization, it is, however, necessary that all staff be knowledgeable about various types of physically challenged or disabilities and how to best assist them, the study earmarked the following should be appropriate staff training include to: ? Invite a person with physically challenged to a staff meeting to talk about their needs as library users ? Communicate directly to them not third party or care-givers ? Distribute e-mail and other information to staff regularly about library services ? Give information about services to special user groups in orientations.

Finally, libraries and librarians should give physically challenged library users priority and preferential treatment as it is been given to other normal library users and to be sure they have right and privilege to library services.

[Book Encyclopedia ()] , World Book Encyclopedia . 2004. World Book, Inc. D. 5.

[Aid et al. (2020)] , Mobility Aid , Development Appliance , Centre . `http://www.maardec.net/THE%20PLIGHT%20OF%20DISABLED%20NIGERIANS%20AND%20THE%20NEED%20FOR%20MASS%20ENLIGHTENMENThtmlretrievedon` 25 th August, 2020.

[Library Philosophy and Practice (e-journal) (2020)] , `https://digitalcommons.unl.edu/libphilprac/2746retrievedon20th` *Library Philosophy and Practice (e-journal)* July 2020.

[Lawal-Solarin (2012)] 'A survey of library and information services to physically challenge students in academic libraries in Ogun State'. E Lawal-Solarin . `http://unllib.unl.edu/LPP/retrievedon25th` *Library philosophy and practice*, (Nigeria) 2012. August 2020.

[Irvall and Nielsen ()] *Access to Libraries for Persons with Disabilities: Checklist. IFLA Professional Reports. International Federation of Library Associations and Institutions*, B Irvall , G S Nielsen . 2005. Hague, Netherlands.

[Craddock and Wallace ()] *Alternative format Material. Library service for the Blind: A manual of Best Practice. National Library for the Blind*, P Craddock , M Wallace . 2001.

[Ambali et al. (2018)] 'An Assessment of the Resources and Services Provision for the Disabled Library Users in the University of Ilorin and Federal College of Education (Special) Oyo. Library Philosophy and Practice (e-journal)'. Z Ambali , O Usman , ; Saliu , F Adesina . `https://digitalcommons.unl.edu/libphilprac/1818retrievedon` *Available at*, 2018. July 20 th , 2020.

[Khan and Bhatti (2012)] *Application of social media in marketing of library and information services: A case study from Pakistan Weblog*, S Khan , R Bhatti . `http://www.webology.org/2012/v9n1/a93.htmlretrievedon25th` 2012. August 2020. 9.

[Ellison et al. ()] 'Benefits of Facebook friends: Social capital and college Students' use of online social networking sites'. N Ellison , C Steinfield , C Lampe . *Journal of Computer-Mediated Communication* 2007. 12.

[Burke (2013)] F Burke . `http://www.huffingtonpost.com/fauzia-burke/social-media-vs-social-ne_b_4017305.htmlretrievedon24th` *from social Media vs social networking: available at*, 2013. July 20, 2020. August 2020.

[Cohn (2011)] *Compukol Connection social media and social Networking*, M Cohn . `http://www.compukol.com/blog/social-media-vssocial-networking` 2011. July 20, 2020.

[Hawken ()] *Copying methods manual*, W Hawken . 1966. Chicago: American Library Association.

[Ramesh and Singh ()] 'Definitional and Enumeration Inconsistencies'. R Ramesh , K Singh . *Disability: Towards Inclusive India*, (New Delhi) 2011. Pentagon.

[Dodson (2012)] B Dodson . `http://conversationalmarketinglabs.com/blog/2014/04/about-incept/the-difference-between-social-networking-vs-social-media/Retrievedon` *) incept result in the difference between social networking vs social media Available at*, 2012. July 20, 2020.

[Adesokan ()] 'Educational Needs of the Handicapped: A Musical Perspective'. Z A Adesokan . *Issues in Coping with Disability*, T Adedoja, Theo Ajobiewe (ed.) 2003.

[Begum and Parvin ()] *Incorporating Social Media into Library Services: Present The scenario at East-West University Library*, D Begum , S Parvin . 2019. 2019.

[Prasher ()] *Information and its communication*, R Prasher . 2003. New Delhi: Medallion Press.

[Khan ()] *Information organization and communication*, M Khan . 1997. New Delhi: Ess Publication.

[Anjiode ()] 'Information resources and services to physically challenge in Plateau State Special Educational Institutions'. K J Anjiode . *Samaru Journal of Information Studies* 2010. (1&2) p. 10.

[Vasquez (2013)] *Integrating Social Media & Assistive Technology to Grow Life Connections-Motivate, Nevada* R Vasquez . `https://www.nevadaddcouncil.org/wp-content/uploads/2013/10/social-media-disability-conference` 2013. August 2020.

[Lederer and Feldmann ()] *Interactions: A study of office reference statistics. Evidence Based Library & Information Practice*, N Lederer , L Feldmann . doi: 10. 18438/b88k6c. 2012. 7 p. .

[Who ()] *International Classification of Functioning, Disability, and Health: ICF. N.p.: World Health Organization, 8*, Who . 2001. (Print)

[Ala (2001)] *Libraries making good use of social media and Web 2.0 applications*, Ala . `http://www.ala.org/news/mediapresscenter/americaslibraries/socialnetworkingretrievedon` 2001. July 20, 2020.

[Boxen ()] 'Library 2.0: a review of the literature'. J Boxen . *The Reference Librarian* 2008. 49 (1) .

[Rayini (2017)] *Library And Information Services To The Visually Impaired Persons" Library 36. Philosophy and Practice (e-journal) available at*, J Rayini . `http://digitalcommons.unl.edu/libphilprac/1510retrievedon25th` 2017. August 2020.

[Iroeze et al. ()] 'Library services to physically challenge in South-East, Nigeria: Origin and challenges'. P Iroeze , C Umunnakwe , J Eze . *International Journal of Advanced Library and Information Science* 2017. 5 (1) .

[Adamu (2009)] *New life for the physically challenged, Published in The Nation Newspaper*, S Adamu . `http://thenationonlineng.net/web2/articles/24677/1/Newlifeforthephysicallychallenged/Page1.html.Retrievedon` 2009. July 20. p. 2020.

[Ayiah (2007)] 'Provision Of Library and Information Services to the Visually Challenged Students in the University Of Ghana, Legon'. E Ayiah . `http://digitalcommons.unl.edu/libphilprac/1369retrievedon` *Library Philosophy and Practice*, 2007. July 20th, 2020.

[Kumar ()] *Reference service*, K Kumar . 1996. New Delhi: Vikas Publication.

[Sharma and Grower ()] *Reference service and sources of information*, J Sharma , D Grower . 2004. New Delhi: Ess publication.

[Bose ()] 'Reprography in documentation'. H Bose . *Indian librarianship*, S P Goyal (ed.) (New Delhi) 1972. Scientific Books Store.

[Hadagali et al. (2019)] 'Social Media Platforms: Effective tools to provide innovative library services in a university environment'. G Hadagali , Y Kenchakkanavar , P Tadasad . `https://digitalcommons.unl.edu/libphilprac/2770retrievedon25th` *Library Philosophy and Practice Available* 2019. August 2020.

[Diga and Kelleher ()] *Social media use perceptions of decision-making power, and Public relations roles*, M Diga , T Kelleher . 2009. p. 35. (Public Relations Review)

[Dewing ()] *Social media: An introduction. Canada: Library of Parliament*, M Dewing . 2012.

[Dickson and Holley ()] 'Social networking in academic libraries: the possibilities and the concerns'. A Dickson , R Holley . *New Library World* 2010. 111 (11) p. 12.

[Semode et al. (2017)] 'Social Networking Sites: Changing Roles, Skills and Use by Librarians in Tertiary Institutions in Nigeria'. F Semode , S Ejitagha , E Baro . `http://digitalcommons.unl.edu/libphilprac/1500retrievedon25th` *Library Philosophy* 2017. August 2020. (and Practice (e-journal)

[Pal ()] *Special library system and information services*, S Pal . 2004. New Delhi: Icon Publication.

[Bhatt and Kumar ()] *Student opinion on the use of social networking tools by libraries: A case study of*, R Bhatt , A Kumar . 2014. 32. Jawaharlal Nehru University, New Delhi. The Electronic Library

[Burclaff (2016)] 'Teaching Information Literacy via Social Media: An Exploration of Connectivism'. Johnson Burclaff , C . `http://digitalcommons.unl.edu/libphilprac/1476retrievedon20th` *Library Philosophy and Practice* 2016. July 2020.

[Zaid and Zaid (2017)] 'The Exclusion of Persons with Visual Impairment in Nigerian 45'. Zaid , Y Zaid . `http://digitalcommons.unl.edu/libphilprac/1601retrievedon25th` *Library Philosophy and Practice*, 2017. August 2020. (Academic Libraries' Websites)

[Viney (2006)] 'The Impact of the Disability Equality Duty on our Services to Users'. D Viney . `http://www.docs.google.com/viewer?a=v&q=cache:HpYEtW2qr_cj:www.sonul.ac.uk/Retrievedon25th` *All Change Delivering Library Services to Disabled Students in a Changing Context. Available at*, 2006. August 2020.

[Okoli ()] *The Plight of Disabled Nigerians and the need for mass enlightenment*, B Okoli . 2010.

[Garoufallou and Charitopoulou ()] 'The use and awareness of Web 2.0 tools by Greek LIS students'. E Garoufallou , V Charitopoulou . *New Library World* 2011. 112 (11) p. 12.

[Ezeani and Igwesi (2012)] 'Using Social Media for Dynamic Library Service Delivery: The Nigeria Experience'. Ezeani , U Igwesi . `https://digitalcommons.unl.edu/libphilprac/814retrievedon25th` *Library Philosophy and Practice*, 2012. August 2020.