INFORMATION SERVICE DELIVERY THROUGH SOCIAL MEDIA IN NIGERIAN FEDERAL UNIVERSITY LIBRARIES

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Abstract
This study examined the types of information services delivered through social media (SM) in federal university libraries in Nigeria. Three research questions were formulated to guide the study. A quantitative research approach was adopted using a descriptive survey design. The population comprised 243 system librarians from 33 federal university libraries in Nigeria. Total enumeration was used to include all the system librarians in the study. A questionnaire was used as the instrument for data collection, while the data collected were analysed using descriptive statistics, including frequencies, percentages, and measures of central tendency. The findings revealed that Facebook, LinkedIn, Google+, blogs, and Twitter were used in the libraries studied to deliver current awareness services, disseminate library events, and provide reference services. The study also found that librarians used social media for both personal and professional engagement. However, several challenges were associated with the use of social media, including low visibility of social media platforms on library websites, inadequate infrastructure for accessing information technology facilities, absence of social media policies, and lack of dedicated personnel. The study recommends, among other measures, that system librarians should explore other social media platforms, such as RSS feeds and podcasts, as well as emerging platforms that are appropriate for delivering information services in university libraries.

Keywords: Social media, information services, university libraries, Nigeria

Introduction

In recent years, the role of social media has expanded considerably beyond personal communication to become an important tool for information dissemination across various sectors, including higher education. Federal university libraries in Nigeria have recognized the potential of social media platforms to enhance information service delivery, reach broader audiences, and engage more effectively with students, faculty members, researchers, and the general public.

Social media platforms provide dynamic and interactive channels through which libraries can disseminate information resources, provide updates, promote library services, and communicate with users in real time. The integration of social media into library services is part of the broader digital transformation taking place in academic institutions, driven largely by the need to respond to the changing information needs and expectations of users. In Nigeria, where access to digital resources and online communication is becoming increasingly important, university libraries are employing social media to bridge gaps in service delivery, improve access to information, and enhance users' experiences.

Bashorun, Isah, and Adejumoke (2018) described social media as a communication forum that enables users to electronically disseminate information and share knowledge with one another. Through these platforms, university libraries can provide a wide range of information services, including promotion of digital resources, current awareness services, reference assistance, dissemination of library information, and other user-oriented services. Social media also enables libraries to reach wider audiences, interact with users in real time, and tailor services to meet the specific needs of their diverse user groups.

As the role of academic libraries continues to evolve in response to technological developments,

the use of social media is becoming increasingly important to their mission of supporting teaching, learning, research, and information literacy.

The use of social media in Nigerian federal university libraries therefore represents a significant shift towards more accessible and user-centred information services. This study examines the types of information services delivered through social media in federal university libraries in Nigeria, assesses the effectiveness of social media in information service delivery, and identifies the challenges associated with its use. The findings are expected to provide useful insights into how social media can be more effectively integrated into information service delivery within the Nigerian university library system.

Statement of the Problem

In the digital age, the role of university libraries is evolving, with increasing emphasis on the delivery of information services through online platforms, including social media. However, there remains a gap in understanding the specific types of information services delivered through these platforms and the extent to which such services are effective.

Many federal university libraries in Nigeria face challenges such as inadequate technological infrastructure, insufficient digital literacy among staff and users, and inconsistent social media strategies. These challenges may limit the scope and effectiveness of information services delivered through social media. Furthermore, there is limited empirical evidence concerning the extent to which university libraries are using social media to provide services such as reference assistance, current awareness services, literature searching, selective dissemination of information, and other specialized information services.

Consequently, it is necessary to investigate the ways in which federal university libraries in Nigeria utilize social media for information service delivery. Such an investigation can provide evidence on the types of services being delivered, their effectiveness, and the challenges that hinder their effective implementation. It is against this background that this study examines information services delivered through social media in federal university libraries in Nigeria.

Research Questions

The study was guided by the following research questions:

1. What types of information services are delivered through the use of social media in the libraries under study?
2. How effective is social media in the delivery of information services in the libraries under study?
3. What challenges are associated with the use of social media for information service delivery in federal university libraries in Nigeria?

Literature Review

Traditionally, one of the fundamental roles of academic libraries has been to build and maintain collections that enable knowledge, ideas, and experiences to be preserved and transmitted from one generation to another. Academic libraries develop collections to support students, lecturers, researchers, and other members of the academic community. These collections are systematically organized and made accessible to users through various information services.

Agoh and Omekwu (2021) described information service delivery as the processes and activities undertaken by libraries to provide information services and resources to users with the aim of supporting their activities and improving productivity. This implies that information services should be designed and delivered in response to users' information needs. Information services can therefore be regarded as forms of assistance provided by libraries to support users' learning, research, professional, and other information-related activities.

According to Ukachi (2010), basic information services provided by university libraries include lending or circulation services, reservation of documents, inter-library loan services, assistance in the use of the library and library tools, reference services, readers' advisory services, document

delivery services, current awareness services, selective dissemination of information, library orientation, literature searching, compilation of subject bibliographies, and referral services.

The twenty-first century has introduced considerable changes in the way academic libraries provide information services. Traditional information service delivery has increasingly required modification because of technological developments and the limitations of conventional approaches (Adewoyin, Onuoha, & Ikonne, 2017). The incorporation of information and communication technologies (ICTs) into library operations has consequently transformed information service delivery. Academic libraries now provide services such as online public access catalogues (OPACs), electronic resources, physical and web-based reference services, and online general information services (Husain & Nazim, 2015).

Social media, as an important component of contemporary ICTs, is increasingly being used to provide timely information services to library users. Platforms such as Facebook, Twitter, blogs, wikis, RSS feeds, and YouTube provide opportunities for libraries to communicate with users and deliver information services in flexible ways. Petiti (2011) observed that maintaining an active social media presence enables university libraries to fulfil users' expectations and reach individuals whom the library might not otherwise engage.

Social media can promote the use of library resources, connect users with library services, and facilitate the satisfaction of users' information needs. It can therefore serve as a medium for delivering a variety of information services, including reference services, current awareness services, selective dissemination of information, communication, and collaboration.

An empirical study conducted by Ogunbodede (2020) in university libraries in Edo and Delta States found that Facebook was commonly used to create awareness of library services and resources, while LinkedIn was used to share library news and events. Similarly, Sahu and Naik (2019), in a study of Binghamton University Library, found that Facebook was used for event promotion, resource promotion, and library service promotion. Twitter was used to disseminate information on special collections, new resources, and library-related topics, while YouTube was used to provide information on database use, library orientation programmes, research assistance, and subject-specific databases.

Oyetola, Aderibigbe, and Oladokun (2023), in a Nigerian study, found that Facebook, blogs, and Twitter were used to provide information services such as reference services, dissemination of library information, current awareness services, and literature searching. They further reported that social media was effective in the delivery of information services to users.

Similarly, Uwandu and Osuji (2022), in a study conducted at the Federal University of Technology, Owerri, found that reference services, selective dissemination of information, user education, circulation services, exhibition and display, inter-library loan services, and online registration of users were delivered through social media.

In contrast, Akporhonor and Fasae (2020), in their study of university libraries in Ekiti and Ondo States, Nigeria, found that services such as selective dissemination of information, serial services, information literacy programmes, new-arrival displays, and user orientation were not delivered through Facebook and Twitter.

The reviewed literature indicates that Facebook, LinkedIn, Twitter, and blogs are among the most commonly used social media platforms for delivering information services in university libraries, particularly in Nigeria. This suggests that university libraries may not yet be making full use of the features and functionalities of other social media platforms to provide specialised services to their users. It may also indicate a need for greater staff training through workshops, conferences, and other professional development programmes

focusing on the use of social media for information service delivery.

Monagle and Finnegan (2018), in a study of new library professionals in the United Kingdom and Ireland, found that library promotion services were delivered through Facebook and Twitter, while literature searching was facilitated through blogs, ResearchGate, and Academia.edu. Document reservations and OPAC notifications were also supported through LibraryThing.

Similarly, Hamad, Tbaishat, and Al-Fadel (2017) examined the role of social media in enhancing the library profession at the University of Jordan and Al-Balqa' Applied University. Their findings showed that libraries used YouTube to assist users in the use of library tools, including locating materials. They also reported that libraries provided directional guidance videos on YouTube to assist new users in locating library resources.

Huang, Chu, and Chen (2015), in a study conducted in China, found that Twitter and Facebook were used to provide information services such as current awareness services, particularly information about new online resources and library events. Anwyll and Chawner (2013), in their study of New Zealand libraries, found that Twitter, Flickr, Pinterest, and RSS feeds were among the major social media platforms used to assist users. These platforms supported information generation, service promotion, peer-to-peer interaction, and information sharing.

The literature reviewed demonstrates the extent to which social media has been integrated into library information service delivery. It also suggests that many libraries have moved beyond purely traditional methods of service delivery. However, differences remain between libraries in developed countries and those in developing countries, including Nigeria, particularly in terms of the range of social media platforms employed and the diversity of services provided.

The use of social media for information services is important for enhancing the efficiency and effectiveness of library services. However, this potential has not been fully realised in many African libraries, particularly those in Nigeria. Emmanuel and Osuolale (2019) found that although librarians possessed knowledge of social media tools, there remained considerable gaps in their effective use for promoting library resources and services. Rather, social media was often used primarily for social interaction.

Similarly, Anyaoku, Orakpor, and Ezejiofor (2012) reported low utilisation of social media among librarians in South-eastern Nigeria. Their findings indicated that only a small proportion of respondents used platforms such as Facebook and blogs to deliver information services. None of the respondents had used MySpace, wikis, or Flickr. Facebook and blogs were largely used for personal purposes.

Despite the benefits associated with social media, several challenges can hinder its effective integration into academic library services. Tajudeen, Kareem, Moyosore, and Motunrayo (2021), in a study of public tertiary institution libraries in Nigeria, identified challenges such as the large number of social media platforms requiring attention, lack of time, inadequate knowledge of social media use, inadequate library funding, insufficient staff, low staff interest in learning and using social media, electricity failure, and slow Internet connectivity.

Uwandu and Osuji (2023) identified unreliable electricity supply, inadequate funding, technophobia, and poor maintenance culture as constraints on effective use of social media for service delivery. Ogunbodede and Ivwighreghweta (2020) also reported erratic electricity supply, poor Internet connectivity, low staff interest in learning and using social media, lack of awareness of social media applications in library services, and inadequate social media skills as major challenges.

Olugbenga, Zubairu, and Hamzat (2022) found that power outages, inadequate smart devices, unavailability of Internet services, poor selection of social media platforms for specific information

dissemination purposes, and limited knowledge of social media were among the challenges affecting social media use in Nigerian academic libraries.

Similarly, Egbukole and Holmner (2022), in a study of the Federal University of Technology, Owerri, identified epileptic power supply, low technology penetration, technophobia, lack of expertise, and network problems as major obstacles.

These challenges remain persistent in many Nigerian university libraries. The situation can partly be attributed to inadequate funding and insufficient investment in technological infrastructure. Effective use of social media depends on reliable Internet connectivity, stable electricity supply, adequate technological infrastructure, staff training, and appropriate institutional policies. Where these resources are inadequate, libraries may experience considerable difficulty in integrating social media into their information service delivery.

Methodology

A quantitative research approach was adopted using a descriptive survey design. The population comprised 243 system librarians in federal university libraries in Nigeria. Total enumeration was employed because the population was considered manageable. Consequently, all 243 system librarians were included in the study. A self-developed questionnaire was used as the instrument for data collection. The collected data were analysed using descriptive statistics, specifically frequencies and percentages.

Findings

Response Rate

Table 1: Response Rate

Questionnaire	Frequency	Percentage (%)
Number of questionnaires administered	243	100.00
Number of questionnaires returned and found useful	223	91.77
Number of questionnaires not returned	20	8.23
Total	**243**	**100.00**

Source: Survey, 2021

Table 1 shows that 243 copies of the questionnaire were administered to the respondents. Of these, 223 (91.77%) were returned and found useful, while 20 (8.23%) were not returned. The relatively high response rate may be attributed to the researcher's effective follow-up and administration strategies.

Purpose of Using Social Media

Respondents were asked to indicate the purposes for which they used social media.

Table 2: Purpose of Using Social Media

Purpose	Yes	No	Total
Leisure and entertainment	201 (90.1%)	22 (9.9%)	223 (100%)
Communication with friends	223 (100%)	–	223 (100%)
Searching for current news	218 (97.6%)	5 (2.2%)	223 (100%)
Delivering information services to users	193 (86.5%)	30 (13.5%)	223 (100%)
Networking with professional colleagues	218 (97.6%)	5 (2.2%)	223 (100%)

Table 2 shows that all the respondents, 223 (100%), indicated that they used social media to communicate with friends. A substantial majority also used social media for searching for current news (97.6%), professional networking (97.6%), leisure and entertainment (90.1%), and delivering information services to users (86.5%).

The findings indicate that system librarians used social media for both personal and professional purposes. Although personal communication and leisure were prominent uses, a considerable proportion of the respondents also employed social media for professional networking and information service delivery.

Types of Information Services Delivered through Social Media

Respondents were asked to indicate the information services delivered through social media in their respective libraries.

Table 3: Information Services Delivered through Social Media

Social Media	Information Services Frequency / Percentages (%)											
	Assistance in the use of library (Reference Service)		Document Delivery Service SDI		Current Awareness Service		Assistance in the Use of library tools (OPAC)		Literature search and compiling of Subject Bibliography		Dissemination of Library Event	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Facebook	120 (53.8%)	103 (46.2%)	43 (19.3%)	180 (80.7%)	133 (59.6%)	90 (40.4%)	10 (4.5%)	213 (95.5%)	25 (11.2%)	198 (88.8%)	193 (86.5%)	30 (13.5%)
Twitter	70 (31.4%)	153 (68.6%)	30 (13.5%)	193 (86.5%)	158 (70.9%)	65 (29.1%)	-	223 (100%)	10 (4.5%)	213 (95.5%)	90 (40.4%)	133 (59.6%)
Blog	60 (26.9%)	163 (73.1%)	45 (20.2%)	178 (79.8%)	65 (29.1%)	158 (70.9%)	30 (13.5%)	193 (86.5%)	40 (17.9%)	183 (82.1%)	95 (42.6%)	128 (57.4%)
Delicious	---	223 (100%)	5 (2.2%)	218 (97.8%)	-	223 (100%)	-	223 (100%)	-	223 (100%)	-	223 (100%)
LinkedIn	---	223 (100%)	---	223 (100%)	-	223 (100%)	-	223 (100%)	-	223 (100%)	5 (2.2%)	218 (97.8%)
Skype	---	223 (100%)	5 (2.2%)	218 (97.8)	15 (6.7%)	208 (93.3%)	-	223 (100%)	-	223 (100%)	-	223 (100%)
Flickr	10 (4.5%)	213 (95.5%)	5 (2.2%)	218 (97.8%)	-	223 (100%)	10 (4.5%)	213 (95.5%)	-	223 (100%)	18 (8.1%)	205 (91.9%)
Google+	88 (39.5%)	135 (60.5%)	70 (29.1%)	153 (68.6%)	65 (29.1%)	158 (70.9%)	73 (32.7%)	150 (67.3%)	63 (28.%3)	160 (71.7%)	153 (68.6%)	70 (31.4%)
RSS Feed	14 (6.3%)	209 (93.7%)	-	223 (100%)	5 (2.2%)	218 (97.8%)	5 (2.2%)	218 (97.8%)	5 (2.2%)	218 (97.8%)	15 (6.7%)	208 (93.3%)

The data in Table 3 indicate that Facebook, Twitter, blogs, LinkedIn, Google+, Delicious, Skype, Flickr, and RSS feeds were among the social media platforms available for information service delivery.

Facebook was used by 120 respondents (53.8%) for reference services, 133 (59.6%) fo r current awareness services, and 193 (86.5%) for dissemination of library events. Twitter was used by 158 respondents (70.9%) for current awareness services, while LinkedIn was reported by 218 respondents (97.8%) for dissemination of library events. Google+ was also used by 153 respondents (68.6%) for dissemination of library events. The findings demonstrate that social media platforms were used to support different categories of information services, although the extent of use

varied considerably across platforms and services.

One of the fundamental benefits of social media is its capacity to facilitate the effective delivery of information services to users. The findings indicate that social media has provided university libraries with additional channels for delivering information services beyond traditional methods.

The relatively high use of Facebook, Twitter, LinkedIn, and Google+ for selected services suggests that system librarians recognize the potential of social media for reaching users and increasing library visibility. The findings also indicate a gradual shift from traditional approaches to information service delivery towards technology-supported approaches.

Effectiveness of Social Media in Information Service Delivery

Table 4: Effectiveness of Social Media in the Delivery of Information Services

Social Media	Very Effective	Undecided	Not Effective	Total
Facebook	208 (93.3%)	–	15 (6.7%)	223 (100%)
Twitter	118 (52.9%)	–	105 (47.1%)	223 (100%)
Blog	110 (49.3%)	–	113 (50.7%)	223 (100%)
Delicious	30 (13.4%)	5 (2.2%)	188 (84.3%)	223 (100%)
LinkedIn	188 (84.3%)	–	35 (15.7%)	223 (100%)
Skype	33 (14.8%)	10 (4.5%)	180 (80.7%)	223 (100%)
Flickr	10 (4.5%)	106 (47.5%)	107 (47.9%)	223 (100%)
Google+	143 (64.1%)	–	80 (35.9%)	223 (100%)
RSS Feed	30 (13.5%)	50 (22.4%)	143 (64.1%)	223 (100%)

Table 4 shows that Facebook was regarded as the most effective social media platform for information service delivery, with 208 respondents (93.3%) rating it as very effective. LinkedIn was also rated highly, with 188 respondents (84.3%) indicating that it was very effective. Google+ was considered very effective by 143 respondents (64.1%), while Twitter was rated very effective by 118 respondents (52.9%).

Blogs received a relatively lower rating, with 110 respondents (49.3%) considering them very effective and 113 respondents (50.7%) considering them not effective. Delicious, Skype, Flickr, and RSS feeds were generally rated less effective.

The findings suggest that the effectiveness of social media platforms varies according to the platform and its perceived suitability for information service delivery. Facebook and LinkedIn appear to have greater utility within the libraries studied, possibly because of their accessibility, popularity, and functionality.

The result may also indicate that social media enhances the ability of system librarians to deliver services efficiently. The compatibility between the features of particular social media platforms and the requirements of library services may influence their perceived effectiveness.

Challenges Associated with the Use of Social Media

Respondents were asked to identify the challenges they encountered while using social media for library services.

Table 5: Challenges Associated with the Use of Social Media in Library Services

Challenge	Yes	No	Total
Inadequate infrastructure for accessing IT facilities, including Internet, reliable wireless service, electricity, computers, and funding	208 (93.3%)	15 (6.7%)	223 (100%)
Too many social media features to learn	193 (86.5%)	30 (13.5%)	223 (100%)
Information security and confidentiality issues	214 (96.0%)	9 (4.0%)	223 (100%)
Less reliable information sources because anyone can post information	202 (90.6%)	21 (9.4%)	223 (100%)
Lack of management support	213 (95.5%)	10 (4.5%)	223 (100%)
Doubts about the longevity of social media tools	215 (96.4%)	8 (3.6%)	223 (100%)
Social media is time-consuming	217 (97.3%)	6 (2.7%)	223 (100%)
Inability to adapt to changes in information service delivery	162 (72.6%)	61 (27.4%)	223 (100%)
Lack of adequate computer literacy	178 (79.8%)	45 (20.2%)	223 (100%)
Inadequate awareness of other types of social media	191 (85.7%)	32 (14.3%)	223 (100%)
Lack of staff training and limited knowledge of how to integrate social media	217 (97.3%)	6 (2.7%)	223 (100%)
Lack of interest and commitment among library personnel	178 (79.8%)	45 (20.2%)	223 (100%)
Difficulty in identifying the most suitable social media platform for each service	212 (95.0%)	11 (5.0%)	223 (100%)

The table indicates that the respondents identified several challenges associated with the use of social media in library services. The most frequently reported challenges were the time-consuming nature of social media (97.3%), lack of staff training and limited knowledge of how to integrate social media into library services (97.3%), doubts concerning the longevity of social media tools (96.4%), information security and confidentiality issues (96.0%), lack of management support (95.5%), and difficulty in identifying the most appropriate social media platform for specific services (95.0%).

Other major challenges included inadequate infrastructure (93.3%), unreliable information sources (90.6%), the large number of social media features requiring knowledge (86.5%), inadequate awareness of other social media platforms (85.7%), inadequate computer literacy (79.8%), and lack of staff interest and commitment (79.8%).

These findings demonstrate that although social media provides significant opportunities for improving information service delivery, several technological, organizational, human, and security-related challenges continue to constrain its effective utilization in Nigerian university libraries.

Discussion of Findings

The findings revealed that the respondents used social media for both personal and professional purposes. This finding corroborates Emmanuel and Osuolale (2019), who reported that although librarians possessed knowledge of social media tools, considerable gaps remained in their effective application to library services. Rather than using

social media primarily to promote library resources and services, some librarians tended to use these platforms mainly for social interaction.

The present study found that the major information services delivered through social media included current awareness services, dissemination of library events, and reference services. Facebook, Twitter, LinkedIn, and Google+ were among the platforms used for these purposes.
This finding is consistent with studies by Oyetola, Aderibigbe, and Oladokun (2023), Ogunbodede and Ivwighreghweta (2020), Ilesanmi and Mabawonku (2020), and Huang, Chu, and Chen (2015), which reported the use of social media platforms such as Facebook, Twitter, and LinkedIn for services including material recommendation, literature searching, dissemination of library news, current awareness services, and reference services.

However, the finding differs from Monagle and Finnegan (2018) and Hamad, Tbaishat, and Al-Fadel (2017), who reported broader applications of social media in library services. These included library promotion through Facebook and Twitter, literature searching through blogs, ResearchGate, and Academia.edu, document reservation and OPAC notification through LibraryThing, and assistance in locating library materials through YouTube.

Similarly, the findings differ from Uwandu and Osuji (2022) and Akporhonor and Fasae (2020), who reported the use of social media for services such as selective dissemination of information, serial services, information literacy programmes, user education, online registration, circulation services, exhibitions and displays, and inter-library loan services.

The relatively narrow range of information services delivered through social media in the libraries studied may indicate that system librarians have not fully exploited the capabilities of available social media platforms. This may also reflect limitations in staff training, institutional policies, technological infrastructure, and awareness of the potential applications of different social media platforms.

The findings further revealed several challenges associated with the use of social media, including inadequate computer literacy, inadequate infrastructure, absence of social media policies, insufficient funding, lack of staff training, and information security and confidentiality concerns. The study also found that librarians experienced difficulty identifying the most appropriate social media platform for particular library services.

These findings corroborate Uwandu and Osuji (2023), Egbukole and Holmner (2022), Tajudeen et al. (2021), Nduka, Adekanye, and Adedokun (2021), Ogunbodede and Ivwighreghweta (2020), Okoroma (2017), Emezie and Nwaohiri (2016), Akporhonor and Olise (2015), Kumar (2015), Ariel and Avidar (2014), Acharya (2018), and Akeriwa, Penzhorn, and Holmner (2014), who identified various technological, infrastructural, organisational, and human-resource challenges associated with social media use in libraries.

The persistence of these challenges is particularly significant in the Nigerian university library context, where inadequate funding and infrastructural constraints continue to affect the adoption and effective use of emerging technologies. Effective social media integration requires reliable Internet connectivity, stable electricity, appropriate devices, staff competence, management support, adequate funding, and institutional policies addressing security, privacy, and professional use.

Conclusion

The study established that federal university libraries in Nigeria use social media for both personal and professional purposes. Professionally, the libraries use social media to provide current awareness services, disseminate information about library events, and provide reference services through platforms such as Facebook, LinkedIn, Google+, blogs, and Twitter.
The findings further indicate that social media can be an effective means of delivering information services, particularly through platforms such as Facebook and LinkedIn. However, the libraries face several challenges that limit the effective integration of social media into information service

delivery. These challenges include inadequate computer literacy, insufficient technological infrastructure, unreliable Internet connectivity and electricity supply, inadequate funding, lack of staff training, inadequate management support, limited awareness of alternative social media platforms, information security and confidentiality concerns, and insufficient interest and commitment among some library personnel.

The study therefore concludes that while social media provides considerable opportunities for enhancing information service delivery in Nigerian federal university libraries, its full potential can only be realized through adequate infrastructure, funding, staff development, institutional support, appropriate policies, and strategic selection of platforms for specific information services.

Recommendations

Based on the findings of the study, the following recommendations are made:

1. University libraries should expand the range of information services delivered through social media beyond current awareness services, dissemination of library events, and reference services. Services such as selective dissemination of information (SDI), assistance in the use of library tools such as OPACs, literature searching, and compilation of subject bibliographies should also be delivered through appropriate social media platforms.
2. Relevant funding authorities should provide adequate financial support to university libraries to address the technological and infrastructural challenges associated with social media use. Libraries should also explore supplementary funding opportunities through library support groups, philanthropists, alumni, and other stakeholders.
3. University libraries should be provided with reliable Internet connectivity, wireless networks, computers and other appropriate digital devices, as well as stable electricity supply. Such infrastructure is essential for sustained and effective social media-based information service delivery.
4. System librarians and other relevant library personnel should receive regular training and retraining on social media applications, information service delivery, digital communication, information security, privacy, and the effective integration of social media into library operations.
5. University libraries should formulate clear social media policies that specify appropriate professional practices, responsibilities, content management, privacy, information security, and procedures for responding to users.
6. Librarians should assess the features and capabilities of different social media platforms and select platforms that are most appropriate for particular information services. This will help prevent indiscriminate use of social media and improve the effectiveness of service delivery.
7. System librarians should explore alternative and emerging social media technologies, including RSS feeds, podcasts, video-sharing platforms, and other relevant technologies that can support specialized information services and improve user engagement.
8. Library management should provide institutional support and encouragement for professional use of social media. Librarians should be given adequate time, resources, and organizational backing to integrate social media into routine information service delivery.

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