

Surveying the Extent of the Effect of Twitter Suspension on the Effective Delivery of Online Library Services in Nigeria

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Abstract

Undoubtedly, Twitter is increasingly gaining popularity among libraries to engage users, and Nigerian libraries are not an exemption from this universal trend. However, the Nigerian government has recently suspended twitter's operation in the country, citing that the platform was being used to destabilize "Nigeria's corporate existence". This study sought to identify Twitter features that facilitate online library services, library services delivered on Twitter, and the extent to which the ban has affected the delivery of online library services in the nation. The paper employed a quantitative approach to data collection and analysis. Regarding the sample population, 37 university librarians from the online forums of librarians in Nigeria were selected. The study revealed that the top features facilitating online library services are retweeting, followers/following, and images/audio sharing. The Twitter features enable libraries to create current awareness, provide information to individual users, and promote library events/programs. Also, the study discovered that Twitter suspension in Nigeria had affected the effective delivery of online library services to a large extent, particularly in the aspects of creating current awareness, providing individual users with information, and promoting library events. Based on these findings, the paper concluded that libraries should explore alternatives to Twitter to maintain online interactions with users. The professional bodies of librarians in Nigeria should encourage the government through legitimate means to restore access to Twitter in Nigeria, considering the significant effect of its ban on the efficient provision of library services, which are critical for national development.

Keywords: *Effect, Twitter, Suspension, Online Library Services, Nigeria*