

## **Disaster Management for Effective Service Delivery in J. S. Tarka University of Agriculture, Makurdi**

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### **Abstract**

*This study is on disaster management for effective service delivery in J. S. Tarka University of Agriculture, Makurdi. The study was led by three research questions as well as two hypotheses. The researchers used a descriptive research design; male and female staff of the library totaling 90, formed the study population. Using the Taro Yamane formulas, the calculated sample size was 73, representing 84 per cent of the population. The questionnaire was used to collect data, and the researchers themselves administered it. Percentages and mean were used to analyze the data. The findings of the study revealed that roof leakage, faulty air-conditional leakage, wind storm and fire disaster are the types of disaster that have affected libraries; lack of firefighters training on disaster management, inadequate budgetary allocation for disaster management and lack of disaster management plan are factors militating against disaster management; the study also revealed well-positioned water pipes, insurance policy, fire extinguishers among others as strategies for disaster management. The study recommended that trained firefighters be available in libraries. There should be an adequate budgetary allocation for disaster management and training on disaster management for library staff in case of any eventuality.*

**Keywords:** Disaster management, University Library, Service delivery, University of Agriculture, Nigeria.

## Introduction

In Nigeria, higher education is largely based on human resources and the appropriate use of academic libraries' resources and services. The library is the heart beat of any institution and therefore, its academic health, intellectual vitality, and effectiveness closely depend on its library's state of health and excellence for effective service delivery (Nwakaji, 2018). Effective service delivery involves a clear understanding of an organisation's specific services and target customers. In addition, understanding the service characteristics enhances how their customers see an organisations services.

Different authors define disaster differently; according to Alegbeleye in Choji (2014), disasters are unexpected events that put people and materials at risk, damage buildings, destroy information and communication infrastructures, disrupt services, and render documentary materials inaccessible to users. They are sudden adverse or unfortunate extreme incidents that cause great damage to human beings, materials, plants and animals. On the other hand, Hornby (2015) defines a disaster as an unexpected event such as a very bad accident, flood or fire that kills many people or causes serious damage. Disasters occur rapidly, instantaneously and indiscriminately (Khan in Choji, 2014). He also observed that these events aggravate natural environmental processes and cause disasters to human society, such as sudden tectonic movements leading to earthquake and volcanic eruptions, continued dry conditions leading to prolonged droughts, floods, and atmospheric disturbances, the collision of celestial bodies, etc.

Disaster management is defined as the actions taken by an organisation in response to unexpected events that adversely affect people or resources and threaten the organisation's continued operation (Ezenyilimba, Maduagwu and Eze, 2018). It includes developing disaster recovery plans, minimizing the risk of disasters, and implementing plans that hinge on the disaster. With the uprising of different natures of disasters such as flooding, building collapse, road accidents, pipeline explosions, epidemics, bomb blasts, terrorism and inter-communal clashes marking different societies in the world, especially the Nigerian society, which is not only interrupting development but also causing severe human survival damages, different countries of the world are seen employing every alternative measure to either prevent their occurrence or tame their effects. This is what disaster management is all about. It encompasses

crisis management, contingency or emergency management and risk management by an individual, group, organisation or government.

Disaster has become endemic in society because there is news of one form of disaster or the other every day. This is because disasters are so numerous, and they differ from country to country and from library to library. These disasters can be natural or artificial, including flood, fire, hurricane, earthquake, tsunami, volcanic eruption, windstorm, wars, water leakage, roof leakage, pest, insects etc. Natural Disasters are natural occurrences in the environment without human influence that can or have caused a lot of financial losses, risks, hazards and suffering to libraries, humanity and the environment at large. This is because Natural disasters are uniform, unavoidable, more dangerous and destructive (Adedeji, Odufuwa and Adebayo, 2012). They emphasized that natural disasters are often frightening and difficult to understand because we have no control over when and where they happen, but we can only control them through how we prepare as academic communities and governments to deal with the dangers that natural disasters bring. Hence, the need to examine disaster management for effective service delivery in J. S. Tarka University of Agriculture, Makurdi.

### **Statement of Problem**

Even though the libraries are referred to as the heart or nerve centres of the institutions, materials in the academic libraries are vulnerable to disasters of various kinds, such as fire, flood, pests' destructions, windstorm, computer viruses etc. They usually leave in their trail very unpleasant experiences. Therefore, effective disaster management in these academic libraries is necessary. The disaster management would safeguard the J. S. Tarka University libraries from losing their library materials, as the effect of not having disaster management measures in academic libraries would cause them to lose their materials when disaster strikes. The libraries in J. S. Tarka University of Agriculture, Makurdi, appear to be facing many problems such as disasters, especially attacks from pests whereby their valuable materials are at risk, if necessary steps are not taken. When disasters or threats in the libraries are not managed properly, there is that tendency to lose library materials, personnel, and entire library buildings, making the higher institutions' effort of stocking their libraries with resources that support their academic programs ineffective. On this premise, this study is carried out on disaster management for effective service delivery in J.S Tarka University of Agriculture, Makurdi.

## Objectives

The study investigates disaster management for effective service delivery in J. S. Tarka University of Agriculture, Makurdi. Specifically, the study is set to achieve the following:

- i. To Identify the nature of disasters that have affected libraries in J.S Tarka University of Agriculture, Makurdi.
- ii. To find out the problems militating against disaster management for effective service delivery in J.S Tarka University of Agriculture, Makurdi.
- iii. To determine the strategies adopted by libraries in J.S Tarka University of Agriculture, Makurdi to, help in disaster management.

## Research Questions

The following research questions were formulated to guide this study:

- i. What are the nature of disasters that have affected libraries in J. S. Tarka University of Agriculture, Makurdi?
- ii. What problems are militating against disaster management for effective service delivery in J. S. Tarka University of Agriculture, Makurdi?
- iii. What strategies can libraries in J. S. Tarka University of Agriculture, Makurdi, help disaster management?

## Hypothesis

The following null hypotheses were formulated to guide this study:

- i. There is no significant relationship between the nature of disasters and effective service delivery in J.S Tarka University of Agriculture, Makurdi?
- ii. There is no significant relationship between the problems militating against disaster management and effective service delivery in J.S Tarka University of Agriculture, Makurdi.

## Literature review

Effective service delivery involves a clear understanding of an organisation's specific services and target customers. Understanding the service characteristics enhances how their customers see an organisation's services. According to Nash and Nash (2004), effective service delivery is the provision of services to a buyer so that the buyer's expectations can be met or exceeded while, at the same time, the business remains viable. Effective service delivery is

rendering services that correspond to the customers' desires, needs and expectations. This concept emanates from the perceived need to treat members of the public that require government services like a private-sector entrepreneur would treat their customers.

The term disaster has no universally accepted definition as it has been approached from varying degrees of opinion and different purviews of scholarship. However, as a concept, WHO (2020) defined disaster as an occurrence disrupting the normal conditions of existence and causing a level of suffering that exceeds the capacity of adjustment of the affected community. Impliedly, it concerns itself with events or hazards which tend causing vulnerability.

However, drawing from the etymology of the concept, the word was derived from two Latin words, "Dis" and "Astro", meaning "bad" and "star", respectively. Hence, it could be etymologically referred to as a bad star - a sign of a bad thing that affects a person or group of persons. In the words of Sinha and Srivastava (2015), disasters are sudden, adverse, unfortunate, extreme events or hazards which cause great damage to human beings as well as plants and animals. That is to say; disasters are relatively hazardous. Although, as contended by Sinha and Srivasta (2015), all disasters are hazardous, not all hazards are a disaster; thus, a hazard becomes a disaster only when it occurs in a human-inhabited area. The above opinion is not likely true, as by hazard, what is meant is any event or phenomenon that threatens the existence of life and the environment. Of course, a threat to the means of living of humans, be it businesses, crops, or other sources of food, is a threat to human survival, which have tendencies of affecting quite some persons. Thus, a hazard does not necessarily have to occur in human-inhabited areas to become a disaster, as even its occurrence in non-human inhabited areas filled with the human source of living has a high percentage of inducing mortalities and psychological trauma upon the people.

Disaster management assists in determining the likelihood of hazards and lessening the consequences of risks to library materials. Disaster management aims at looking at the precautions by which disasters can be prevented or minimized. Archives, libraries and museums should take measures to prevent disasters. It also encompasses all aspects of planning for and responding to disasters, including hazard analysis, vulnerability reduction (preparedness), prevention, mitigation, response, recovery and rehabilitation. It may refer to managing both the risks and the consequences of disasters (Choji, 2018). According to Warfield in Choji (2018),

disaster management aims to reduce, or avoid the potential losses from hazards, assure prompt and appropriate assistance to victims of disaster, and achieve rapid and effective recovery.

Ahenkorah-Marfo and Borteye in Nwakaji (2018) saw the following as problems militating against disaster management: Lack of planning at all levels, lack of mitigation planning, lack of coordination and networking, delayed response and lack of trained human resources, etc. They stressed that disaster reduction needs serious and concerted efforts with multi-layered cooperation and coordination between stakeholders, including government agencies, NGOs, and library and information centres. The study was carried out in the main library of KNUST, and it sought to find out the preparedness of the library and its staff to prevent, fight and manage disasters when they occur.

Similarly, in their study, Uche and Udo-Anyanwu in Choji (2014) discovered inadequate funds, absence of permanent library security staff, lack of modern security devices, and irregular power supply as major problems in managing disasters in academic libraries. In Choji (2014), Lyall emphasized that the lack of a disaster management plan is a great problem in managing disasters in academic libraries. Uche and Udo-Ayanwu in Choji (2018) agreed with him wherefrom their study discovered that most of the academic libraries do not have a disaster management plan. They implied that when a disaster of higher magnitude such as flood, fire or earthquake occurs, the library will not know where to start from or what to do. That is why he said every library should have a disaster plan that will prepare them ahead of time to handle materials damaged by disasters.

University of Maiduguri Centre for Disaster Risk Reduction and Development Studies (CDRMDS) (2011) highlighted the importance of disaster management as seen by the government of Nigeria who, introduced NEMA as one of the steps towards a holistic approach in addressing issues relating to disasters in the country. The centre highlighted that NEMA had taken major steps in disaster management, such as taking Disaster Risk Reduction (DRR) into the university education for capacity building, public education, and raising awareness. In addition, the NEMA collaborated with six (6) universities (one in each of the country's six geopolitical zones). The universities are the University of Maiduguri, Maiduguri for North-East zone; Ahamdu Bello University Zaria for North-West zone; the University of Nigeria for South-East zone; the Federal University of Technology Minna for North Central zone; the University of

Technology Port-Harcourt for South-South zone and the University of Ibadan for the southwest zone.

Khan in Choji (2014) opined that trained and knowledgeable staff is the key to disaster preparedness because they have the possibility of ensuring that: Awareness is raised of the need to protect documents from disasters; Preventive steps to minimize damage are taken; Vulnerability analysis and risk assessment to evaluate the types of emergencies that might affect their institution and its collections are conducted; Disaster preparedness plans are developed; Health and safety regulations are adhered to during salvage operations; salvaging of collections is prioritized, and the media is dealt with strategically during and after the disaster. Egyankosh (2022) identified some of the strategies that can be used for enhancing disaster management which includes inclusion of disaster prevention and mitigation components in rural development plans; Disaster preparedness and contingency planning at district and community levels; Integrated land use and watershed management; Social capital formation and enhancing social safety nets; Recognition and enhancing the local knowledge specifically on risk identification and monitoring, early warning and improved vulnerability assessments and vulnerability monitoring.

Adamo (2016) expressed that disasters can be well managed and even prevented if staff members are trained and equipped adequately with the basics of what to do to prevent disasters and what not to do when there is a disaster. In a study carried out by Ayuba, Onyeke and Ajagbe (2020) on strategies and policies for disaster management in academic libraries using Kaduna State College of Education Library, Gidan-Waya as a case study. The research was driven by four research objectives which are: Finding out the nature of disasters that are common in the Kaduna State College of Education Library, investigate the causes of such disasters, identify possible preventive measures to be employed in the library, and developing strategies to curtail such disasters in the library. The research employed the descriptive survey method with the entire population of 30 staff serving as the sample of the study due to its manageable size and population size of the staff are not much. A structured questionnaire was used to collect data from the respondents and the data was analysed with the help of Statistical Package for Social Science (SPSS). The data was presented using tables, frequency count and simple percentages. Findings from the survey revealed that the Kaduna State College of Education Library had in

time past experienced various forms of disasters such as roof leakages, theft, mutilation, pest and insect attack, fire outbreak etc. Natural causes, poor sanitation, negligence were attributed to being probably the major causes of the disasters thus good sanitation exercise, proper electrical and security installation, cooperation with several agencies, introducing a disaster management plan and team are some of the possible solutions to preventing disasters in the library.

Iroeze and Iroeze (2021) carried out a study to assess the current status of preparedness in disaster management among academic libraries in the South east geopolitical zone of Nigeria. To obtain a base level of knowledge on disaster preparedness of current practices, a questionnaire was distributed to 380 librarians at 5 academic libraries, 356 responses were received and after sorting 337 were found to be usable. The study revolved around the current status of preparedness, on various issues including major threats that could possibly cause disaster, existence of disaster preparedness plan among academic libraries in south east, disaster preparedness measures, and availability of emergency response team (ERT). Frequency and percentage tables were used in the analysis of the data collected. Flood and fire were identified as major threats to disaster in most academic libraries in South east. Most of the academic libraries do not have a written disaster preparedness plan. Disaster preparedness measures and staff involvement in disaster preparedness by these libraries were found to be generally inadequate. It was recommended that academic libraries in south east should make available written disaster preparedness plan to the librarians, disaster preparedness measures like mounting of water sprinklers, break glass alarm, smoke detectors etc should be mounted, and also the library staff should be involved in the disaster management of the library.

In a study carried out by Ijiekhuamhen, Omoskejimi and Rhima (2020) to assess the disaster preparedness and prevention strategies of university libraries in Nigeria. The descriptive research design was adopted for this study. The study covers federal and state university libraries in South- South, Nigeria. Questionnaires were used to elicit data from the respondents. The population of the study comprises librarians in the federal and state university libraries covered in the study area. The exact population of the study is 185 librarians. The researchers employed the total enumeration sampling technique which involves studying the entire respondents. 185 copies of the questionnaires were distributed to the respondents; the researchers were able to retrieve only 167 copies of the questionnaire. Hence there was 90% response rate. The data



collected from the respondents were analysed using simple percentage and frequency count. The study revealed that the types of disasters that occur in the university libraries understudy are mutilation of library materials, computer viruses, biological agents, hacking, theft of library materials and leaking roofs and other substandard library building materials.

The study also revealed that majority of the respondents' understudy indicated there is no disaster preparedness plan available in their university library. Fire extinguishers, air fresheners, anti-virus, thunder arrestors, sand buckets and emergency exit doors are the disaster preparedness facilities and equipment available for mitigation of disaster in the university libraries understudy. It was recommended from the study that university libraries should have a proper surveillance in place to reduce the mutilation of library print resource currently in the increase in Nigeria. University library management as a matter of urgency should draft out and approve disaster preparedness plan for their libraries to be able to efficiently tackle disasters that might occur at any time.

Uche and Udo-Anyanwu in Choji (2014) highlighted that adequate security measures; proper library orientation; regular cleaning of the library and regular fumigation of the library are good strategies which will enhance disaster management in academic libraries. These strategies should be in a disaster plan. An academic library with the plan would be able to handle a disaster. Such a plan described procedures devised to prevent and prepare for disasters and those proposed to respond to and recover from disasters when they occur. The responsibility for performing these tasks is allocated to various staff members who comprise the disaster management team. Lyall in Nwakaji (2018) expressed that it is important to revise the disaster management plan frequently and ensure that all staff are familiar with its contents. Practicing the plan is one of the best methods of maintaining staff awareness (Lyall, in Nwakaji, 2018).

## **Research Methods**

The study adopted the descriptive research design. The population of this study is the entire library staff totalling 90, comprising of 72 male and 18 female staff of the University of Agriculture Library. The sample size was determined using the Taro Yamane formula (1967). The study chooses Taro Yamane because it plays a significant role in the study as the researchers intend to use primary data seeking responses from questionnaires. Taro Yamane also helped the researchers have an adequate sample size calculation. Taro Yamane's formula is given as

$$n = \frac{N}{K + N(e)^2}$$

Where N = Population of study, K = Constant (1), e = degree of error expected, n= sample size

$$n = \frac{N}{K + N(e)^2}$$

$$n = \frac{90}{1 + 90(0.05)^2}$$

=73 (Sample Size). Data were collected using a questionnaire, and the researchers personally administered the sampled questionnaire.

The Percentage, Mean and standard deviation were used to answer the research questions, and the hypotheses were tested using linear regression. Linear regression is used to test the relationship that exists between the variables. Mean scores above 2.50 are accepted, while mean scores below 2.50 are rejected. The data analysis was done using the Statistical package for social science (SPSS) was used for data analysis.

### Presentation of Result

The result of the study was organised around the research question as follows.

**Research Question 1:** What is the nature of disasters that have affected libraries in J.S Tarka University of Agriculture, Makurdi?

**Table 1: Responses on the nature of disasters that have affected libraries in J.S Tarka University of Agriculture, Makurdi**

Nature of disaster	Mean	Standard Deviation	Decision
Flooding	2.37	0.72	Disagreed
Windstorm	2.62	0.86	Agreed
Fire	2.60	0.72	Agreed
Roof leakage	3.00	0.87	Agreed
Faulty air-conditional leakage	2.95	0.44	Agreed

Table 1 showed that respondents agreed to roof leakage, faulty air-conditional leakage, wind storm and fire as the nature of disasters that have affected libraries in J.S Tarka University of Agriculture, Makurdi. Respondents disagreed with flooding.

**Research Question 2:** What problems are militating against disaster management for effective service delivery in J.S Tarka University of Agriculture, Makurdi?

**Table 2: Responses on the problems militating against disaster management for effective service delivery in J.S Tarka University of Agriculture, Makurdi**

Problems	Mean	Standard Deviation	Decision
Lack of firefighters	3.89	0.36	Agreed
Lack of training on disaster management	3.71	0.70	Agreed
No disaster management committee in place	3.68	0.47	Agreed
Lack of budgetary allocation for disaster management	3.66	0.48	Agreed
No disaster management plan in place	3.23	0.91	Agreed

From table 2, it was observed that lack of firefighters, training on disaster management, budgetary allocation for disaster management and no disaster management plan in place as problems militating against disaster management for effective service delivery in J.S Tarka University of Agriculture, Makurdi. The implication of this is that the library is susceptible to disaster.

**Research Question 3:** What strategies can libraries in J.S Tarka University of Agriculture, Makurdi, help disaster management?

**Table 3: Responses to the strategies adopted by libraries in J.S Tarka University of Agriculture, Makurdi to help in disaster management in J.S Tarka University of Agriculture, Makurdi.**

Strategies	Mean	Standard Deviation	Decision
Well position of water pipes	3.86	0.35	Agreed
Insurance policy for the library	3.85	0.36	Agreed
Provision of insecticides	3.60	0.72	Agreed

Provision of fire extinguishers	3.40	1.04	Agreed
Provision of security guards	3.19	0.95	Agreed

The table above showed that well position of water pipes, insurance policy for the library, provision of insecticides, provision of extinguishers, and security guards are strategies that management can adopt in libraries for disaster management.

### Testing of Hypothesis

**Hypothesis 1:** There is no significant relationship between the nature of disasters and effective service delivery in J.S Tarka University of Agriculture, Makurdi.

#### Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.157	.290		10.885	.000
	Effective Service Delivery	.185	.093	.230	1.993	.050

a. Predictor Variable: nature of the disaster

The table results reveal that disasters have a positive and significant relationship with the effective service delivery in J.S Tarka University of Agriculture, Makurdi.  $\beta = .093$ , t statistic of 10.89 and computed p-value of 0.000, which is below the level of significance (0.05) adopted for this study. The table shows that unit change like disaster leads to an increase in effective service delivery. Based on this result, the null hypothesis was rejected, which affirms no significant relationship between the nature of disasters and effective service delivery in J.S Tarka University of Agriculture, Makurdi, is rejected.

**Hypothesis 2:** There is no significant relationship between the problems militating against disaster management and effective service delivery in J.S Tarka University of Agriculture, Makurdi.

**Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	3.641	.146		25.022	.000
Effective Service Delivery	.074	.047	.185	1.589	.117

a. Dependent Variable: Problems militating against disaster management

The table results reveal that problems militating against disaster management have a positive and significant influence on effective service delivery in J.S Tarka University of Agriculture, Makurdi.  $\beta = .185$ , t statistic of 25.02 and computed p-value of 0.000, which is below the level of significance (0.05) adopted for this study. The table shows that unit change in problems militating against disaster management leads to effective service delivery. Based on this result, the null hypothesis is rejected, which affirms no significant relationship between the problems militating against disaster management and effective service delivery in J.S Tarka University of Agriculture, Makurdi.

**Discussion of Findings**

After the analysis, the first finding revealed that roof leakage, faulty air-conditional leakage, wind storm and fire as the nature of disasters that have affected libraries in J.S Tarka University of Agriculture, Makurdi. This finding agrees with Choji (2014), who identified the major disasters that have affected academic libraries in Plateau State as pests, fire, roof leakage, and data alteration (these disasters can cause great damage to the library collections, building and personnel).

The second finding of this study revealed that lack of firefighters, training on disaster management, budgetary allocation for disaster management and no disaster management plan in place as problems militating against disaster management for effective service delivery in J.S Tarka University of Agriculture, Makurdi. This finding agrees with that of Suleiman (2019), who attested that library administrators should install electronic theft detection devices and ensure that libraries have comprehensive disaster plans. Each of the libraries should have members of

the disaster reaction team. They will be charged with taking care of the library if a disaster occurs, and the staff must be well trained in areas of preventing and controlling disaster. Furthermore, there should be a collaboration between the library and essential services like fire, security and telephone service. The management should ensure that The library and its holdings are adequately insured.

The third findings of this study revealed the good position of water pipes, insurance policy for the library, provision of insecticides, provision of extinguishers, and provision of security guards; these are strategies that libraries can adopt for disaster management. This finding is in agreement with that of Nwakaji (2019), who believes that staff should intensify surveillance of reading areas and carrels particularly, towards the closing hours; library administrators should install electronic theft detection devices; library administrators should ensure that libraries have comprehensive disaster plans; each library should appoint some members of staff who are calm, non-disabled, adaptable and manually dexterous as members of disaster reaction team, and there should be a collaboration between the library and essential services like fire service, security and telephone services.

The fourth and fifth finding reveals a significant relationship between the nature and problems militating against disaster management and effective service delivery in J.S Tarka University of Agriculture, Makurdi.

## **Conclusion**

Based on the findings, the following conclusions were drawn; roof leakage, faulty air-conditional leakage, wind storm and fire as the nature of disasters that have affected libraries in J. S. Tarka University of Agriculture, Makurdi; lack of firefighters, training on disaster management, budgetary allocation for disaster management and no disaster management plan in place as problems militating against disaster management for effective service delivery in J. S. Tarka University of Agriculture, Makurdi; lack of firefighters, training on disaster management, budgetary allocation for disaster management and no disaster management plan in place as problems militating against disaster management for effective service delivery in J. S. Tarka University of Agriculture, Makurdi; There is a significant relationship between the nature of disaster management and effective service delivery in J. S. Tarka University of Agriculture,

Makurdi; There is a significant relationship between the problems militating against disaster management and effective service delivery in J. S. Tarka University of Agriculture, Makurdi.

### **Recommendations**

The following recommendations are made from the findings of the study.

1. Since the study revealed a significant relationship nature of the disaster and effective service delivery. It is therefore recommended that Firefighters should be made available in libraries.
2. Since the study revealed a lack of budgetary allocation. As a result, it is suggested that there should be an adequate budgetary allocation for disaster management in the libraries.
3. There should be training on disaster management within the library staff in case of any eventuality in the library.

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