

An Assessment of Mzuzu University Library after a Fire Disaster

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Abstract

This article presents findings of a study that assessed the progress in restoring the Mzuzu University Library which was destroyed by a fire disaster in December 2015. Data were collected from 64 undergraduate students, 18 library staff and an official from the Office of Vice-Chancellor. Interview was conducted with the Assistant Librarian (who represented the University Librarian). The study revealed that the interim library (formally a university hall) was almost fully recovered, and was stocked with relevant and current collection. The study established further that students, library staff and the Office of Vice-Chancellor were all satisfied with the progress the University had made in restoring library services. The university had learnt a lesson from the disaster, and it had started regarding the library as an essential part of the university. Inadequate reading space, absence of Internet services for users, and absence of off-campus information services remain the key

problems. The study made various recommendations that if implemented could make the library to satisfactorily serve the needs of its users.

Keywords: Disaster Management, Library Fire Disaster, Library Recovery, Malawi; Mzuzu University

Introduction

Libraries are prone to a wide range of calamities that have potential to put the operations of their parent organisations to standstill. Defined as “any incident which threatens human safety and/or damages, or threatens to damage a library’s building, collections, contents, facilities or services” (Matthews and Eden, 1996:4), disaster occurrences are often inevitable and usually unpredictable (Ayoung, Boatbi and Baada, 2015). Examples of disasters in libraries and information centres can be natural occurrences or man-made and may include hurricanes; tornadoes; flash flooding; earthquakes; fires; sudden collapse of library buildings, volcanic eruptions, power outages, termites and insect activities, leaking roofs and pipes, chemical spills; theft, arson, bomb threats, and acts of war and terrorism (Abareh, 2014; Coppola, 2006; Hasenay and Krtalic, 2010; Wilson et al. 2010; Baumwoll, 2008; Ngulube and Magazi, 2006; Adinku, 2003).

Disaster occurrences in libraries have spurred researchers in the developed world to conduct various studies on disaster management and security control (Ngulube and Magazi, 2006). Ngulube and Magazi (2006) observe further that there is scant evidence of such research in sub Saharan Africa. Over the years, resource constraints coupled with a decline in funding and donations for libraries, have led to

libraries' inability to meet user demands (Mathews, 2005). Many libraries world over, are likely to be hit by disasters and this calls for protection of libraries from potential disasters (Osei-Boadu and Ahenkorah-Marfo, 2013). The key disaster preventive ways include formulation of disaster management plans, staff training, and insurance (Forbes, 2003:190; Ngulube, Modisane and Mkeni-Saurombe, 2011; Abareh, 2014). Thus, this study attempted to find out various aspects about the disaster that hit the Mzuzu University (MZUNI) Library in December, 2015.

Context of the Study

MZUNI had a library (although not purposely built) that supported the teaching, learning and research activities of students, lecturers, non-academic members of staff, and members of the surrounding community before the disaster in 2015. For many years, the Library had invested in print materials, electronic resources and information and communication technologies. However, in December 2015, the Library was destroyed by a fierce fire that led to the loss of all its collections and ICT equipment. Specifically, 53,000 books, 68 desktop computers, 403 reading chairs, 62 reading tables, 111 shelves, three heavy duty photocopiers, eight printers and other countless valuable items were destroyed. The total value of items damaged is MK5, 891,214,532 (Approximately \$7, 854, 952). Efforts are being made to restore the Library collection. An informal visit to the makeshift Library (formerly a University Hall) shows that the Library has resumed offering some services and facilities. The focus of the study was to assess the progress made by MZUNI in restoring the library services and facilities after the disaster. The old library was adopted as a model whereby services and facilities offered in the new library are compared with those that were offered in the burnt library. In this study, the new library is referred to as an interim library because it is a temporary one.

Motivation and Justification for the Study

MZUNI is a living testimony to the far-reaching effects of library disasters having lost the whole library worth of millions of dollars to a fire disaster. Since the disaster struck the Library, it is only the media (print, electronic – TV, radio and online) that

have been communicating about the disaster to the public. Much as the media have played a commendable role in reporting about the disaster, their news stories become stale and misplaced as soon as they are consumed by the masses. Furthermore, the media focussed on the devastating effects of the fire disaster and the losses incurred. Yet, since this catastrophe, a band of librarians immediately started working around the clock to restore the much treasured arm of Mzuzu University. This development was to the delight of students, parents and all education stakeholders who had fears that the disaster might affect the University academic calendar. More importantly, the researchers were justified to carry out this study because Abareh (2014) reports that there is little concern about disasters in academic libraries despite their repeated occurrences because of failure to document and report or share these many cases of disasters. Thus, this study was carried out to assess the progress that MZUNI has made towards the restoration of the library services and facilities. In that regard, the study answers the following questions:

- What is the library's staff and students' perception towards the interim library facilities and services as compared to the old library?
- How satisfied are students, library staff and MZUNI Management with the recovery process of the library?
- What are the challenges being faced in the interim library?

Considering that most prior studies have focused on disaster management plans in libraries, the nature of this unique empirical study offers new literature to the research community in library and information science (LIS). This study will certainly stimulate a sparkling discourse on disasters in libraries thereby, spurring more research in this area – the study sets the tone for unreported or non-researched cases of similar disasters. More so, looking at the reported cost of damage and inconveniences caused by this disaster, academics teaching in the LIS profession and comparable fields will find this scholarly work (based on real-life experience) valuable in their teaching and research activities. Finally, library managers in Africa may use this scholarly article as a framework for compelling

their parent institutions and the donor communities to allocate enough funds for implementing disaster management plans in libraries.

In respect to MZUNI, the study brings to light some factors that are crucial to the recovery process for libraries and other information centres after experiencing tragedies such as fire. The study provides MZUNI Management and other stakeholders with a reality check on the progress that has been registered since the library recovery process was launched immediately after the disaster.

Literature Review

Although many researchers in the library profession have defined disaster from different perspectives, this study adopts the one offered by Ngulube and Magazi (2006) and Matthews and Eden (1996:4). Ngulube and Magazi (2006) and Matthews and Eden (1996) describe a disaster as an unexpected event that may drastically threaten the lives of humans or damage buildings, destroy the information infrastructure, disrupt services, and render documentary materials inaccessible to users. From the literature reviewed, these researchers are convinced that the definition is more encompassing as it touches on every single form of a disaster that might occur in a library setting.

Wilson et al. (2010) warn that fire is the major threat to libraries and archives, and library safety should be managed accordingly. In that regard, Ogden (2004:3) proposed some best practices that libraries can adopt to prevent fire. They include minimising exposure to arson which is accountable for nearly a third of all library fires; use of compartmentation to limit the spread of fire; and employment of fire detection and water-based fire suppression systems for collection protection. Ogden (2004) is of the opinion that restoring collection damaged by water is far much easier than those damaged by fire. A study by Ayoung, Boatbil and Baada (2015) revealed that much as most libraries in polytechnic colleges in Ghana had fitted smoke detectors, fire alarms installed and fire extinguishers, these apparatus were rarely or never serviced at all.

Regardless of the many documented cases of disasters that have hit libraries in the past, librarians seem not to learn lessons from the devastating effects thus library disasters continue to occur.

Between 1991 and 1995, the warring republics of former Yugoslavia, now Serbia and Croatia, led to the destruction of many library and archive materials (Hasenay and Krtalic, 2010). Another man-made disaster occurred recently in 2011 in Ficksburg Public Library in the Free State Province of South Africa where it is reported by de Lange (2011) that riots by the community members resulted into the burning of a community library. In India, apart from the Thapar Technology Campus Library which lost 44,535 of 63,000 library items in 1983 (Kaur, 2009), the American Library Association (2005) reports that Madras University Library was a victim of tsunami in 2004, resulting into the loss of thousands of library information resources and equipment.

Methodology

In this study, quantitative and qualitative data were collected from various categories of participants in two distinct and systematic phases. Taking into account that the library staff are the custodians of the library and are directly involved in the recovery of the Library, the researchers purposively included all of them in this study. In all, the Library had 18 members of staff whose qualifications range from a basic library certificate to master's degrees. A questionnaire with open-ended and closed-ended questions was used to collect data from library staff. The questionnaire items gathered data about library staff's perception towards the interim library facilities and services as compared to the old library, the interim library's environment, information services restored, satisfaction with the overall recovery process, and the challenges being encountered.

The study also collected data from level four undergraduate students pursuing their four-year programmes in LIS and Information and Communication Technology (ICT). LIS students were included in the study because they were more conversant with library operations in general, and the researchers hoped they could provide important information. ICT students were also included because of the role that ICT plays in the LIS profession. A questionnaire with only open ended questions was sent to the Office of the Vice-Chancellor of the university which was purposively selected

Finally, the researchers conducted follow-up interviews with the Assistant Librarian for

information. This particular Assistant Librarian was purposively selected because he often acted as University Librarian whenever the University Librarian was on holidays or away for other official duties. The researchers did not conduct these interviews with the University Librarian because he was one of the conductors of this study. Interviews are usually very useful as a follow-up to questionnaires to further investigate responses (McNamara, 1999). In this study, Follow-up interviews involved seeking further clarifications on some issues, concerns and inconsistencies noted after analysing data collected in phase one. Thus, the researchers are convinced that their research report is objective and reliable because they triangulated their data collected from multiple participants using multiple data collection instruments.

Prior to the commencement of the study, the researchers sought permission from and granted by MZUNI through the Office of Director of Research to conduct this study. To make sure that participation was voluntary, before answering the questionnaire, respondents were asked to read the following statement: "I understand that my participation is voluntary and I am free to withdraw at any time without giving any reason". Furthermore, respondents were not asked to indicate their names and they thus remained anonymous.

Results and Discussion

This section presented, analysed and discussed the findings of the study. As stated in the previous section, the study collected data from students, library staff, the Assistant Librarian and the Office of the Vice-Chancellor. Apart from background information for library staff and students, the results were presented and discussed in line with the research themes as follows:

- Library facilities and services available in the interim library;
- Satisfaction with library recovery process; and
- Challenges faced in the interim library.

Background Information

A questionnaire was submitted to 18 members of staff in the Library and 17 (94.4%) responded. Of these respondents, 13 (76.5%) were males and 4

(23.5) were females. In terms of students, a questionnaire was sent to 60, of which 35 were sent to LIS students and 25 were sent to ICT students. Fifty-five (91.6%) students responded to the questionnaire. Of those who responded, 31 (56.4%) were from the LIS Department and 24 (43.6%) were from the ICT Department. Results showed that there were less males than females with scores of 23 (41.8%) and 32 (58.2%) respectively. An SPSS cross-tabulation of the results showed that, in both departments, there were more females than males, as it was noted that LIS had 18 (58%) females and ICT had 14 (58%) females.

Library Facilities and Services Available in the Interim Library

Since all the facilities that were in the old library got destroyed by fire, the researchers found it necessary to find out the progress that the Library had made in replacing those services and facilities. Results presented in Table 1 reveal that MZUNI had made substantial headways in replacing the items it lost. As it can be seen in Table 1, it is clear that all library staff appreciated that the Library had enough office spaces, barcode readers, printers, Internet, desktop computers photocopying machines, LCD projectors, CCTVs and digital cameras. The facilities mentioned in the preceding sentence matched the standard of the old library. However, findings show further that some facilities were only available to some library staff. For example, a cross-tabulation of results showed that most junior library staff did not have laptops and executive furniture. Follow-up interviews with the Assistant Librarian revealed that some facilities such as executive furniture and laptops were only purchased for senior staff.

One peculiar instance that was noted from an analysis of questionnaire data is that library staff, despite working under the same roof, had divided knowledge about the existence of some obvious facilities such as CCTVs, LCD projectors, security check systems and TV stations. When probed during follow-up interviews about what might have been the cause for such knowledge gaps, the Assistant Librarian indicated that it is sometimes difficult for staff working in different sections to know every facility available in all other sections of the library. The study established that both the old and the interim libraries did not have television set. It was thus

revealed that the only respondent who mentioned a television set in the questionnaire may have referred to the only television set which was available in the Mzuzu American Corner. The Mzuzu American Corner is an information technology and communication centre located at the MZUNI campus, and it is an annex to the library. According to Chawinga and Ngwira (2015), it is one of the centres that the Embassy of the United States of America (USA) has established in collaboration with some universities in Malawi.

The only facilities that the library is yet to restore according the findings are the CD-ROM, and it is not surprising because these facilities are increasingly being replaced by e-journals. Another service that the library is not offering on full scale is electronic

books. The library made attempts to procure e-books but according to the Assistant Librarian, “the library noted that there were many issues that required to be sorted out including copyrights, negotiation for licences and costs for full e-book books or individual chapters”. However, a comment by a respondent from the Office of Vice- Chancellor that “a major effort is under way to better utilise electronic material” symbolised that MZUNI appreciates the power of electronic resources in the realisation of quality higher education. Regardless of the unavailability of some facilities and services, the study concluded that within the shortest period, the library had managed to replace most of the facilities that were available in the old library.

Table 1: A Comparison of Available Facilities between Interim and Old Libraries

Name of equipment	Interim library		Old library	
	<i>f</i>	%	<i>f</i>	%
Offices	16	94.1	17	100
Barcode readers	17	100	17	100
Printer	17	100	17	100
Internet	17	100	17	100
Desktop computers	17	100	17	100
Photocopying machines	16	94.1	16	94.1
LCD projectors	16	94.1	15	88.2
Scanners	15	88.2	15	88.2
CCTVs	14	82.4	16	94.1
Digital cameras	12	70.6	14	82.4
Video cameras	12	70.6	15	88.2
Executive furniture	12	70.6	14	82
Laptops	13	76.5	15	88.2
Security check system	7	41.2	15	88.2
TV stations	0	0	1	5.9
CD-ROM readers/writers	0	0	11	64.7

Services Restored

Considering the fact that the burnt library offered a compendium of services to its users, the researchers found it necessary to learn from the library staff about the services that had been restored in the interim library.

An analysis of the findings presented in Table 2 revealed quite clearly that the interim library had restored a number of services. The key services that most library staff were aware that the library is currently offering to its users include Online Public Access Catalogue (OPAC), full-text journal articles

(e-journals), books (print), circulation services, reference services, full-text journal articles (print) and research support services, with scores of 17 (100%), 17 (100%), 17 (100), 15(88.2%), 15 (88.2), 14 (82.4%) and 14 (82.4%) respectively. Data from the Office of the Vice-Chancellor showed further that the interim library can seat 400 users. The library had made a lot of progress in book collection because data from the Office of Vice Chancellor indicated that within a short period of time, the library had received over 12,000 books through donations and designated purchase.

However, there were many basic services and facilities that the interim library was yet to start offering to users. Specifically, the interim library was not offering Internet services, electronic books, library computer laboratories, interlibrary loan services, scanning services, special needs information services, printing services, photocopying services and

CD-ROM services. It was, however, revealed during follow-up interviews with the Assistant Librarian that the library was in the process of procuring facilities such as computers for students' computer laboratory. This means that students could soon start accessing Internet and computer services in the library. Through follow-up interviews, it was further revealed that the library could start offering photocopying and scanning services soon. Considering that the library computer laboratory might not be enough to accommodate the current 2873 students studying through the face-to-face delivery mode (MZUNI Report, 2015), the Office of Vice Chancellor indicated that the interim library had put in place adequate power sockets for student laptop computers.

Some services that were neither offered in the old nor were they offered in the interim library include information for people with special needs, scanning services, interlibrary loan services and CD-ROM services (See Table 2).

Table 2: A Comparison of Services Offered in the Interim and Old Libraries

Name of equipment	Interim library		Old library	
	<i>f</i>	%	<i>f</i>	%
Online Public Access Catalogue	17	100	17	100
Books (print)	17	100.0	17	100
Full-text journal articles (e-journals)	17	100.0	17	100
Full-text journal articles (print)	14	82.4	15	88.2
Research support services	14	82.4	15	88.2
Circulation services	15	88.2	14	82.4
Reference services	15	88.2	15	88.2
Bibliographic databases	8	47.1	10	58.8
Electronic books	6	35.3	9	52.9
Book reservation	5	29.4	12	70.6
Scanning services	1	5.9	1	5.9
Interlibrary loan services	1	5.9	6	35.3
Library computer laboratories	2	11.8	17	100
Off-campus information services	0	0	1	5.9
CD-ROM services	0	0	9	52.9
Photocopying services	0	0	17	100
Printing services	0	0	12	70.6
Special needs information services	0	0	0	0
Internet services	0	0	17	100

Awareness of Perceived Library Services

The students were asked their awareness of the services that the interim library had resumed offering. The researchers' assumption was that it was possible for users not to know some of the services currently being offered in the interim library. Results are presented in Table 3 where it was revealed that most students were aware about the existence and offering of books (print), OPAC, journal articles (both print and electronic), reference services and research support services. However, findings showed that not all students were aware about the existence of some crucial services such as OPAC, electronic journals and research support services. Perhaps, the library needed to raise awareness of these services across the university community. According to follow-up interviews with the Assistant Librarian, the library had not conducted any formal awareness campaigns about the services being offered in the interim library, but the library had just orientated first year students on various services offered in the interim library.

A further analysis of the findings presented in Table 3 supports those from library staff about the absence of some services such as printing, photocopying, Internet and scanning services. Follow-up interviews with the Assistant Librarian revealed that though both staff and students indicated that printing and photocopying services had not been

restored, the truth is that the library had been offering these services through the Mzuzu American Corner which was saved from the fire. According to Chawinga and Ngwira (2015), the Mzuzu American Corner's services which include Internet, printing and photocopying were cheaper and affordable because they were subsidised by the Embassy of the United States of America which donated computers, photocopiers and computers; and in addition, MZUNI contributed to the subsidy through offering space and paying staff.

According to the findings from students and library staff, the only services that did not exist in both the old and the interim libraries were information services for off-campus students and scanning services. It was revealed through follow-up interviews that the library had already placed a purchase order for a proxy server that could allow all users to access the library e-resources remotely. An analysis of both students' and staff's results led researchers to conclude that various services that were offered in the old library had been restored and were currently being offered in the interim library. This is perhaps the reason a respondent from the Office of the Vice-Chancellor commented that "The conversion of the University Hall into an interim library and the stocking of the library with furniture and books, all within a short period of time, was a major achievement".

Table 3: Student's Knowledge of the Interim and old Libraries' Services

Service	Interim library		Old library	
	<i>f</i>	%	<i>f</i>	%
Books (print)	55	100	55	100
Online Public Access Catalogue	47	85.5	52	94.5
Full-text journal articles (print)	37	67.3	47	85.5
Full-text journal articles (e-journals)	37	67.3	54	98.2
Reference services	37	67.3	47	85.5
Research support services	34	61.8	50	90.9
Book reservation service	27	49.1	46	83.6
Electronic books	25	45.5	42	76.4
Circulation services	23	41.8	39	70.9
Bibliographic databases	15	27.3	42	76.4
Internet services	0	0	55	100
CD-ROM services	7	12.7	38	69.1
Interlibrary loan services	4	7.3	27	49.1
Special needs information services	3	5.5	3	5.5
Photocopying services	0	0	40	72.7
Off-campus information services	0	0	0	0
Printing services	0	0	40	72.7
Scanning services	0	0	0	0

Library Environment

When asked to compare or rate the interim library with the old library about various environmental aspects, it was noted that there were some areas where the interim library was better or similar to that of the old library. Specifically, 14 (82.4%) library staff indicated that the interim library had collected more current and relevant information resources than the old one. The study found further that 11 (64.7%) library staff indicated that the interim library had adequate ICTs for staff whereas 14 (82.4%) stated the old library had adequate ICTs for staff. As for users' ICTs, the study revealed that the majority of library staff with a score of 15 (88.2%) expressed that the interim library did not have enough ICTs compared to 10 (58.8%) who reported that the old library had adequate ICTs for users. Similarly, 54 (98.2%) students indicated that the interim library had less space than the old library, 52 (94.5%) indicated the interim library did not have ICTs for users, 25 (45.5%) reported the security was inadequate and 47 (85.5%) said the materials were current and relevant.

As for security and safety for staff, 11 (64.7%) library staff indicated the interim library and the old libraries had adequate security and safety with scores of 11 (64.7%) and 10 (58.8%) respectively. Sentiments from the library staff were well corroborated with those from the Office of the Vice-Chancellor as evidenced by the following comment:

“We are taking fire and other safety issues very seriously in our design of the interim and future library. Special attention is being paid to electrical safety, the availability of fire extinguishers and detectors, as well as CCTV, to ensure we can track what is happening in the library.”

Based on these findings, it could therefore be concluded that the interim library outclassed the old library in three aspects which include: currency of information resources, ICTs for staff and general security. For students' security, the old library was slightly better because it had a specialised place for keeping students' bags. Many students made comments similar to the one that read: “No safety; books can be easily stolen and students' luggage can

as well be easily stolen because students just leave their bags without any form of security measures being taken.” Another challenge with security in the interim library was associated with identifying unauthorised users as it was revealed that there were no formal procedures that had been put in place to vet the authenticity of authorised users. Such a security lapse put users and library materials at risk.

One interesting evidence emerging from the study was that unlike the old library, the Interim library was stocked with current and relevant information resources. However, the most striking drawback in the interim library according to the findings was that it did not have ICT resources for users, so they would not be able to access relevant literature in electronic form. This is the reason Ani et al. (2010) have postulated that ICTs are now commonly used for information gathering, processing, storage and retrieval, and dissemination in university libraries.

Satisfaction with the Recovery Process

Officials of the Library were asked to express their satisfaction with the overall recovery process of the library. Results showed that 15 (88.2%) library officials were satisfied whereas 2 (11.8%) said they were not satisfied. Respondents who said they were satisfied with the recovery process gave various reasons. The most prevalent reasons were that the library was almost functioning normally, the library had purchased reasonable ICT resources for staff, the library had acquired the most current and relevant information resources and that there had been good managerial support. As discussed in some previous sections, the library has acquired a good number of information resources such as books which were not just current but also relevant. Information gathered from the Office of the Vice-Chancellor showed that apart from the moral and financial support received from the Malawi Government, the University had received support from universities in Malawi, USA, Scotland, Ireland and New Zealand.

Much as most library staff and the Office of the Vice-Chancellor expressed outright satisfaction with the recovery process, the researchers were interested to know why the other two expressed discontent. They indicated that it was taking too long to restore some facilities such as computers for the library computer laboratory. However, during the interview with the Assistant Librarian, it was revealed

that all the equipment for the library computer laboratory had been acquired and both the University Management and the procurement office had been very supportive in the recovery of the library.

Majority of the students who responded to the questionnaire were pleased that the academic calendar was not disrupted by the disaster. Only nine (16.4%) students said they were not satisfied with the recovery process because according to them, there was inadequate reading space and also because there were no Internet services for students. It has to be mentioned that the Internet services were offered for free in the old library and this was the reason students wanted this service restored as soon as possible.

Considering the huge costs MZUNI had incurred in putting up an interim library, results from the Office of the Vice-Chancellor showed that the University had learnt three key lessons about the value of the library as follows:

- The University Management could never take the library again for granted. It emerged from the study that because the Library was always there silently in the background, it was often under-valued but the fire incident had served to bring the library back to the centre of excellence;
- There was need to continuously appreciate, improve and professionalise the library both as a building as a service centre; and
- The University recognised the need to have in place a disaster management plan and a risk management strategy to avoid, as well as to manage disasters.

Challenges

We asked library staff an open-ended question to mention the challenges that they were facing in offering services in the interim library. A thematic

analysis of the findings showed that the key challenges in that order included limited reading space for users, electricity outages, slow procurement process for some resources, unavailability of ICTs for users, unreliable Internet, and limited furniture. Worth highlighting in this study is the slowness in the procurement process for new library facilities and other information resources. Almost all the library staff highlighted this problem. As discussed in one of the previous sections, this factor also contributed to some library staff express their dissatisfaction with the recovery process of the library.

The most common challenges that students faced are depicted in Table 4, which include: absence of off-campus information services, absence of computers in the library, poor Internet and lack of reading space. MZUNI admits all students as non-residential and this is the reason the findings show that the majority of 52 (94.5%) students stated that one of the challenges they encounter is inability to access library services off-campus.

From MZUNI management perspective, the Office of Vice Chancellor highlighted the following key challenges:

- Maintaining the momentum to improve and re-stock the library with books, electronic resources and to replenish the Malawiana collection (a specialised room in the library that houses all information resources published with a focus on Malawi);
- Maintaining efforts to improve the provision of e-materials for e-learning;
- Acquiring resources for construction of a replacement Hall, given that the original Hall has been converted into the interim library; and
- Acquiring substantial multi-million dollar resources to allow the construction of a new, modern, purpose built library by 2019 for a student population that will likely reach 8,000 by 2020.

Table 4: Challenges in the interim library

Challenge	Interim library		Old library	
	<i>f</i>	%	<i>f</i>	%
No off-campus students, services	52	94.5	52	94.5
Unavailability of computers in the library	50	90.9	0	0
Poor Internet	49	89.1	50	90.9
Lack of reading space	47	85.5	42	76.4
Lack of security and safety	42	76.4	11	20.0
Inadequate computers	36	65.5	50	90.9
Lack of relevant information materials	29	52.7	8	14.5
Lack of library support	8	14.5	9	16.4
Out-dated information materials	3	5.5	52	94.5

Conclusion and Recommendations

The study revealed that the library had managed to restore most of the basic services such as full text journals (both print and electronic), books, particularly print, OPAC and research support services. It emerged from the findings that library staff, students and management were highly satisfied with the progress the library had made in recovering its services with the key reason being that the University Academic Calendar was not disturbed. The researchers also noted that MZUNI had learnt a lesson from the fire disaster because the University had started treating issues of library security very seriously and the library had become one of the priority areas of the University.

The following recommendations if implemented in the interim library or in the new library that will be built will make the MZUNI library one of the best libraries in Southern Africa:

- The library should start offering information services to off-campus students
- The library should speed up the installation of computers and networks in the students' library computer laboratory so that students should start benefiting from these free services as soon as possible
- There is need for the library to raise awareness about the existence of the services that have been restored and were currently available

- The University should consider offering reliable Internet services to both library staff and students
- The University should immediately embark on building a new purpose built library structure with adequate space and state of the art technology.

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