



Transforming communities through library innovation: A literature review

Buthlezi Noxolo Nqobile

Department of Information Studies, Humanities and Social Sciences,
University of Zululand, South Africa.

Corresponding author: Buthleziinn@unizulu.ac.za

© Author (s)

OIDA International Journal of Sustainable Development, Ontario International Development Agency, Canada.

ISSN 1923-6654 (print) ISSN 1923-6662 (online) www.oidaijsd.com

Also available at <https://www.ssrn.com/index.cfm/en/oida-intl-journal-sustainable-dev/>

Abstract: Libraries have been implementing new information technology to improve their collections and services in response to shifting community needs and trends. They have historically served as pillars of community development, providing access to information and services. Guided by the Social Capital Theory of Bourdieu, Coleman and Putnam (1980), this paper reviews literature on how libraries can serve as innovation hubs, fostering creativity and community engagement, the impact of libraries on community connections and social cohesion as well as the challenges that libraries face when implementing innovation initiatives and potential solutions. This paper investigates at the influence of library innovation on community participation, education, and economic prosperity. Libraries may remain relevant and crucial community resources by embracing technological advancements and innovative services, giving access to diverse information and supporting lifelong learning. While tackling issues such as inadequate resources, a lack of awareness, teamwork, and partnership. The findings emphasise the importance of libraries in encouraging innovation, solving social issues, and supporting community development. This article recommends that libraries should actively participate in the community by planning outreach initiatives, workshops, and events. By being visible and accessible, libraries can attract new patrons, understand community needs, and tailor services to meet local requirements effectively.

Keywords: Transforming, libraries, innovation hubs, communities, initiatives

Introduction

Libraries have always been essential components of community development, giving access to information, education, and cultural enrichment. However, in today's fast-changing world, libraries are adapting to meet the different requirements of their communities. Libraries that embrace innovation can improve their services, programs, and places to promote creativity, digital literacy, and social inclusion. This literature review addresses the role of library innovation in community transformation, focussing on how libraries can act as innovation, education, and community involvement centres. By examining the existing literature, this review intends to identify major themes, trends, and best practices in library innovation, and to provide insight into the influence of these projects on community development.

Libraries promote literacy and lifelong learning by providing resources for all ages and learning styles, including early literacy programs, book clubs, and educational workshops. Public access to computers and the internet promotes digital literacy and helps close the digital gap. Libraries promote inclusivity and social fairness by offering services and resources to marginalised and neglected groups. They empower individuals regardless of background or socioeconomic level, generating a sense of belonging and community spirit. Developing a sense of belonging. They serve as safe and inviting environments for everyone.

Libraries conserve cultural heritage and foster community identity by archiving and displaying local history materials. They organise cultural events, exhibitions, and artist talks to benefit local artists and encourage cultural diversity.

Libraries promote civic involvement and community development by giving information and resources on local issues and political processes, so encouraging informed participation. They collaborate with community organisations to address local issues and implement development initiatives, resulting in positive transformation.

Services are a diverse set of economic activity that can be challenging to categorise. The traditional definition of services, based on intangibility, interactivity, and immediacy, is sometimes questioned. Unfortunately, these activities frequently fail to meet one or more of these criteria. Many services, such as distribution, catering, and transportation, rely heavily on tangibility, low interactivity, and stockability, especially with the rise of ICT. However, in order to obfuscate the conventional lines, intangibility and, more importantly, interaction (the service relationship) are infiltrating the core of industrial production. The fact that there are so many different types of services is probably a big reason why there are so many different ways to innovate in services (Gallouj, 1994); (Sundbo, 1998); (Metcalfe & Miles, 2000). Literature surveys typically categorise approaches to service innovation into technologist, service-based, and integrationist approaches (Gallouj, 1994; 2002). Technologist approaches emphasise the adoption of technological innovation by service firms, while service-based approaches focus on the specifics of service innovation. Integrationist approaches aim to develop new models that can be applied to all economic sectors and types of innovation.

Libraries have important roles in allowing access and disseminating ideas, as well as serving as repositories for government and community information. According to Kranich (2012), libraries not only provide open access to knowledge but also foster development in all parts of society by upholding core democratic norms.

This article is guided by services offered by the libraries; libraries serve as innovation hubs, fostering creativity and community engagement; impact of libraries on community connections and social cohesion and Challenges that libraries face when implementing innovation initiatives and potential solutions.

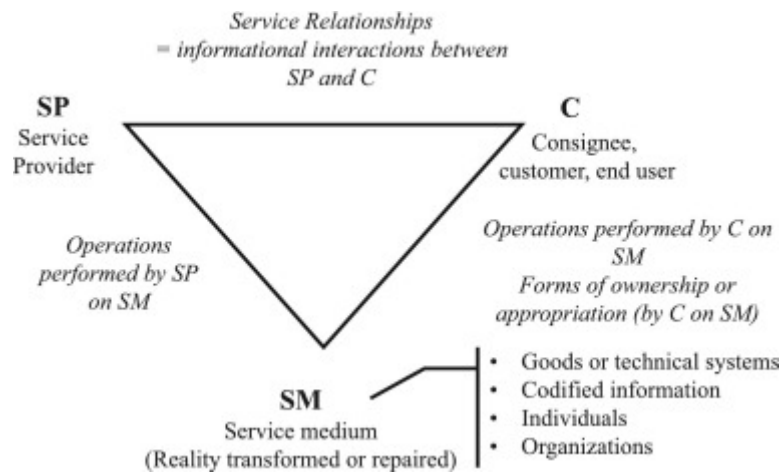
Services offered by libraries

The use of information technology (IT) in the industrialisation and transformation of services has become a primary driver of service sector growth. The substitution of rule-based, computable processes for human operations, increased global bandwidth availability, decreased barriers to interoperability via open standards, and the commodification and loose coupling of IT tasks as services all contribute to this.

According to library science, a library is a location and set of activities accessible to all citizens, with the following goals: "information, education, recreation, culture, and economic regeneration" (Williamson, 2000). This broad definition includes both traditional (historical) conceptions of libraries (focused on inventorying, cataloguing, curating, and making books available) and modern conceptions of libraries as providers of a variety of services (sometimes with no connection to books or written documents). The literature identifies a variety of library types within this broad framework, including national, public, academic, virtual, specialist, professional, school, and public agency libraries (Edwards, 2009; Hansson, 2011). These types are differentiated by their unique goals and the populations they serve, with national particularities. Nonetheless, the distinction between academic and public libraries is the one that is most utilised in the literature (Nicholson, 2017). Library science and service science appear to neglect each other in their attempts to characterise and characterise libraries. However, regardless of shape or type, all libraries are service providers. Therefore, it is both desirable and pertinent to define it in terms of service theory. A service is defined as a modification in the condition of a person or a good belonging to an economic unit that is the consequence of the activity of another economic unit, with the prior consent of the former person or economic unit enriches and refines this definition, providing a schematic representation: the 'service triangle'

Next page

Figure 1: Service triangle



Source: (Gadrey, 1991)

The service thus functions as a set of operations for processing (transforming) the state of a medium (SM) that are carried out by a service provider (SP) for the benefit of a customer/user (C), often in collaboration with him or her, with SM, SP, and C constituting the vertices of the service triangle. The medium (which belongs to or is linked in various ways to the customer) may be: goods or a technical system; codified information (including monetary symbols); collective skills and knowledge (of organisations); and individuals themselves in their "physical and bodily dimension (health, maintenance, transport), intellectual dimension (training, culture), relational dimension (communications, leisure, information)" (Gadrey, 1991). Using this broad description, we can define traditional (modern) library services as a series of processing processes performed by the librarian on a medium that is the user, in both intellectual and relational dimensions, and in conjunction with this user. Indeed, the library's mission is to increase people's education and cultural understanding, to inform them, and to offer them with recreational opportunities.

Methodology

This paper employed a literature review methodology, examining extant literature on how libraries serve as innovation hubs that foster creativity and community engagement. The review also explored the impact of libraries on community connections and social cohesion, as well as the challenges libraries face when implementing innovation initiatives and the potential solutions to address these challenges. The literature review included books, research articles, reports, reviews, and other print and electronic sources. The sample size for this study consisted of the number of scholarly sources reviewed in the literature. A total of 20 peer-reviewed articles, and books related to library innovation, community engagement, and the role of libraries as innovation hubs were purposively selected and analysed. These sources were obtained from reputable academic databases such as Taylor & Francis and Emerald, and were chosen based on their relevance, credibility, and contribution to the topic. To mitigate internal biases in the data, this study used a variety of procedures during the evaluation and analysis of verbal, textual, and visual sources. First, a diverse body of reliable and peer-reviewed literature was consulted to guarantee a balanced representation of opinions on libraries as innovation hubs. Using many sources reduced reliance on a single viewpoint and increased the dependability of the findings. Second, to uncover consistent themes and patterns, the study used data triangulation, which involved comparing material from diverse authors, contexts, and types of evidence. Third, a thorough and systematic review of the literature was performed to avoid selective interpretation of results. The researcher additionally maintained reflexivity by critically reflecting on personal beliefs that may have influenced the data interpretation. In addition, sources were assessed for methodological rigour, relevance, and publishing credibility in order to reduce bias from weak or opinion-based materials. Finally, findings were objectively synthesised by emphasising recurring themes backed by several research rather than individual claims. These measures served to guarantee that the analysis was balanced, transparent, and based on trustworthy evidence, which improved the study's credibility and trustworthiness. Related studies were identified to determine and adopt similar theories that have been used to successfully determine the problems investigated. In this paper, the Social Capital Theory by Bourdieu, Coleman and Putnam (1980) was adopted.

Theoretic support

The application of a theory to a study is determined by the main research question as well as the relevance of that particular theory. The present study uses the Social Capital Theory of Bourdieu, Coleman and Putnam (1980). According to Elliott et al. (2011), the main sources of social capital theory are Bourdieu (1985), Coleman (1988), Burt (1992), Putnam (1995), and Lin (2017). The study focused on the concept of bonding and bridging social capital. The source's definition of Social Capital Theory is the existing and potential resources in mutual acquaintance connections (Bourdieu, 1985) as used by Burke et al. (2011) and Elliston, Steinfeld, and Lampe. As a result, Ellison et al. (2014) contributions incorporate traditional notions of social capital that enable us to come at a working definition for the term in the field of computers, a definition that must take into consideration the nature of the ties in the network.

Social capital is similar to the ideas of human and economic capital, but it is considerably harder to "see" and thus harder to describe and measure. However, regardless of the theorist or discipline, it is widely acknowledged that social capital has to do with people, interaction, networks, and resources (Adler & Kwon, 2002); (Bourdieu 1977,1980,1984,1986, 2002); (Coleman 1988, 1990); (Field, 2003); (Lin, 1999); (Putnam, 1993), 2000). This view of social capital includes finding a good hairdresser by word of mouth, being promoted due to a pre-existing relationship, or finding a job through a friend's referral. Social capital is primarily derived from relationships. Individuals' social skills enable them to create, maintain, and utilise social capital through interactions. Are these social skills considered social capital. According to Knudsen et al. (2008) the concept of social capital is complex and varies depending on situation.

In recent years, there has been an increasing interest in social capital, a notion first introduced to sociological literature in the 1970s by Pierre Bourdieu (Bourdieu, 1979). The primary concept in contemporary social capital research is that trust in relational networks enables its development. Meanwhile, rationalisation of trust is a prerequisite for productive ties in many areas of life, including social groupings, economic unions, financial, banking, and commercial contacts and contracts, international and social agreements, and the professional environment of librarians. Despite the importance of libraries in social life, scientific research on their impact on the building of social capital is scarce. Hillenbrand (2005) and Vårheim (2007), scholars interested in the social role of libraries, emphasised the importance of expanding the library and information science (LIS) literature with new research findings, interpretations, and themes. This study shows the results of research on social capital in the library setting, focussing on librarians' individual social capital, their social activities, and confidence in other people including readers and coworkers (Wojciechowska, 2020). In a public library, social capital can be manifested through informal exchanges and interactions between individuals and their community, assisting individuals in problem solving and thereby building trust with one another and the larger society (Hillenbrand, 2005); (Johnson, 2012). Social capital can provide benefits such as information, influence, control, and solidarity. However, overinvestment in social capital can pose problems for both the individual and the group (Adler & Kwon, 2002).

Literature review

Libraries serve as innovation hubs, fostering creativity and community engagement

Libraries are perfectly positioned to promote lifelong learning and skill development. They provide courses, training, and access to developing technology to help individuals develop new skills for changing sectors. New technologies have changed the way library services are presented to users (Iheanachor et al., 2021). Libraries are shifting from a collection-based to a more comprehensive services-based strategy (Dempsey & Malpas, 2018). The library serves as a partner and champion for its users' creative activities, according to the authors. Libraries are early users of technology and have implemented security measures to improve services and protect collections (Hussain et al., 2019). In this digital age, where information overload and disinformation are common, libraries play an important role in encouraging information literacy. They provide users with the necessary abilities to navigate the intricacies of the online world, critically evaluate sources, and make informed judgements. As technology becomes more incorporated into our daily lives, it is critical that everyone has access to these skills. Furthermore, libraries have embraced the digital landscape by offering virtual access to a vast array of resources. They provide a varied range of content via digital platforms and online databases, including e-books, academic journals, and multimedia assets. This accessibility not only benefits traditional clients but also extends the reach of libraries to remote or underserved regions. Rafiq et al. (2021) emphasised the importance of libraries during the Covid-19 pandemic, which has caused a transformation in our everyday routines. The COVID-19 pandemic has highlighted the need of electronic resources and internet access in teaching. Libraries must evaluate their internet presence and recognise their social and community obligations.

Libraries embrace technology, provide innovative services, and remain relevant in the digital age. They use web technologies for community outreach, making them accessible and relevant in a linked society. Libraries play a crucial role in fostering community connections through their adaptability, inclusivity, and commitment to providing dynamic learning, collaboration, and cultural exchange opportunities. Libraries shape and preserve the social fabric of societies as they evolve.

The following's how libraries foster creativity and community engagement

1. Creative workshop and events by libraries

Community engagement refers to a range of techniques in which public service entities allow residents to explore and voice their opinions on how to best meet their specific needs (Sung et al., 2015). These could range from encouraging people to have a say in determining the priorities for community safety to sharing decision-making with them in relation to defined services.

2. Community engagement programmes

Libraries engage their communities by offering public health programs, connecting citizens to critical resources, and encouraging civic participation. Libraries help to reduce obstacles to health equity by providing free internet access, health literacy programs, and referrals to local organisations that provide housing aid, mental health support, and career development. Many libraries also provide volunteer programs, which allow residents to directly participate to community improvement activities.

3. Inclusivity and accessibility

Libraries should be accessible to people of all ages, skills, and backgrounds. Design elements such as ramps, lifts, and assistive technologies make the room welcoming to all, emphasising the library's inclusive philosophy.

The impact of libraries on community connections and social cohesion

Libraries foster community relationships, contribute to social capital, and improve general well-being. These spaces promote social interaction by bringing people from all backgrounds together, fostering dialogue, collaboration, and relationship-building.

Libraries offer opportunities for varied community voices to be heard through cultural events, language classes, and book collections from various views. According to Maniotes and Kuhlthau (2014), libraries are more than just warehouses of knowledge; they are also venues that foster intellectual curiosity, critical thinking, and creativity. By providing a broad array of materials, public libraries enable people to acquire and apply information effectively, improving their ability to adapt to changing circumstances.

Community information centres act as hubs for information transmission and exchange within a certain area. These centres serve as liaisons between the community and many sources of information, including government agencies, charitable organisations, and educational institutions (Das et al., 2024). They help people obtain and interpret information about healthcare, social services, career possibilities, and community events. Access to relevant and up-to-date information allows community members to make educated decisions, enhancing their resilience in times of crisis or uncertainty (Fagbemi et al., 2022). Public libraries promote diversity and creativity but fail to activate and maintain the spaces essential for inclusive creative activity due to institutional norms and processes. The rapid expansion of electronic information and the technological revolution have made innovation in libraries and information centres essential (Fagbemi, Ajibare and Akinola, 2022). Library managers are interested in not only adjusting to the significant changes in the information environment and ICT sector. Additionally, and perhaps more importantly, encouraging creative ideas from their staff in order to stay on the cutting edge of knowledge rather than merely being passive observers.

Libraries have historically played a significant role in advancing human civilisation and improving socio-economic structures (Das et al., 2024). Therefore, the oversight of a nation's human resources is essential to its sustainable growth. Furthermore, in the era of extensive information infrastructure exploration and the rise of web-based electronic services, libraries are at the forefront of successful human resource development projects (Kamble & Ghante, 2021). Craft programs at libraries can provide an opportunity to establish social connections in addition to participating in art projects. There should be practical strategies to encourage interaction among participants and build shared learning experiences. Learn how to create events that allow people to express their abilities and inspire them to take on leadership roles to assist one another thrive. Learn about workshops that utilise low-cost process art approaches for intergenerational attendees. This could give library staff actionable perspectives and examples for incorporating purposeful community-building into craft programs.

Libraries act as public infrastructure, fostering a sense of community. Libraries fulfil the promise of social work by improving the lives of those within their community. Libraries have evolved from storing information to disseminating it, making them an important part of community resiliency. This research examines how libraries promote inclusion, equity, and community cohesiveness by offering free and equal access to information. This section clarifies the modern model of libraries, which perform three key functions: conserving social history, offering resources and hope to community members, and removing barriers to accessibility.

Community Cohesion and Resiliency

Resilient communities distinguish themselves by their ability to effectively respond to and recover from a variety of challenges and upheavals. Such communities demonstrate self-reliance, self-sufficiency, and a strong collective spirit. Kamble and Ghante (2021) believe that the absence of resilient individuals in a specific context can make the community extremely vulnerable to disasters. Patrons of such organisations gain insight into a bigger picture. Libraries offer integrated services at city touchpoints, connecting users and residents and addressing information access constraints (Auckland & Kilpatrick, 2021).

Challenges that libraries face when implementing innovation initiatives and potential solutions

Several studies have examined challenges in innovation for the library profession. Ademodi and Adepoju (2009) studied computer skills among academic librarians in Ondo and Ekiti State, Nigeria. The study found a scarcity of computers in libraries and inadequate computer skills among professionals. Libraries, as critical pillars of knowledge transmission and community participation, have developed dramatically to meet the challenges of the 21st century. In this dynamic period characterised by rapid technological breakthroughs and increasing societal needs, libraries face a myriad of obstacles in providing modernised services that adapt to various user expectations. A study by Ullah and Usman (2023), found that long-term access to resources is a primary challenge and responsibility of research libraries is to collect materials and assure their long-term availability, regardless of technological or ideological changes. Libraries have played a crucial role in preserving information since antiquity, and the concept of a library as a "memory institution" remains an important service that justifies the continuous existence of research libraries in society. Moreover, Adomi and Ozioma-Anie's (2006) research on computer literacy skills in Nigerian university libraries, the majority of professionals lack advanced computer abilities and are still developing their usage of technology. Librarians should receive in-house computer training and have access to adequate computers.

The newest advancements have a significant impact on libraries. The way we may access, retrieve, save, manage, and exchange information through libraries is always changing due to information technologies, which include computers, communication, and large-scale data storage (Bala, 2024). It is clear that traditional approaches to providing library and information services have given way to a digital one powered by information and communication technologies. Libraries must adjust to these changing user interests and preferences due to the emergence of new information-related requirements and their delivery. In order to address the evolving landscape of information consumption and interaction, this adaptation entails developing a more dynamic and captivating user experience (Shonhe, 2019). The range of library and information services is changing significantly in tandem with advances in technology (Ullah & Usman, 2023).

Johnson (2007) examined library and information science education in underdeveloped nations. The author stated that government funding for LIS programs in underdeveloped countries remains inadequate. Islam et al. (2023) conducted a review of library education in Bangladesh. The study found that most Bangladeshi institutions lack appropriate computer laboratories. There was a lack of classification and cataloguing tools like DDC, LC, and Sears' list of subject headings for practical use. Many institutions have no library or a small selection of textbooks. In Iran Shokraneh and Shiramin (2011), observed that librarians lack the necessary skills and knowledge to meet their clients' evolving needs. To empower their consumers, they must first be empowered with new skills and information. Librarians' professional and technological skills must align with the information needs of their society.

Abata-Ebire et al. (2018) mentioned that inadequate library facilities include restricted collection space, insufficient seating and study rooms for patrons, and insufficient technological equipment. These limits can hamper access to resources, impair effective learning and research, and limit the library's ability to fully meet the requirements of its customers. Another challenge for libraries and information centres is a lack of modern infrastructure, which limits their ability to provide necessary services and information for long-term development. This constraint impairs their ability to satisfy the growing needs of the 21st-century millennial. Shonhe (2019) highlighted that the lack of a library policy is a major disadvantage in many countries. A library policy provides a set of standards for the library's activities

and decisions, making it critical to the success of school library programs. This policy serves as a road map for managing school libraries and associated operations.

The following are the significant obstacles libraries face in their efforts to offer new services, adjusting to the current environment while upholding the fundamental principles of access, equity, and intellectual freedom.

Technological advancements

Keeping up with technology advancements in libraries is indicative of the continuous difficulty libraries encounter in keeping up with changing digital technologies. This entails modernising infrastructure, obtaining and integrating cutting-edge software and tools, educating employees on how to efficiently use new resources, and satisfying the demands of tech-savvy users (Gallouj, 2002). In a fast-evolving digital market, falling behind could make it more difficult for the library to offer cutting-edge services and information access. Libraries struggle to keep up with the quick advances in technology (Network, 2023). Staying relevant demands regular work and investment due to the frequent release of new software and online resources. However, libraries may find it costly and time-consuming to keep up with these technological advancements.

Resistance to change

Libraries, like any other institution, frequently face resistance to change. Many library employees may be habituated to traditional methods of cataloguing, lending, and information retrieval. The implementation of ICT-based systems may result in uncertainty, fear of obsolescence, and reluctance to adopt new technology. This resistance may also be due to a perceived lack of time or resources to master new systems. Addressing this challenge necessitates proactive leadership, ongoing professional development, and a culture of adaptation and creativity in libraries.

Inadequate library facilities and infrastructure

Limited space for collections, poor user seating and study areas, and inadequate technology infrastructure are some of the problems associated with inadequate library facilities. These restrictions may make it more difficult to access materials, impair productive learning and research, and limit the library's capacity to sufficiently meet the demands of its users (Ullah & Usman, 2023). Inadequate infrastructure in libraries refers to issues caused by a lack of physical and digital resources needed for efficient operations (Abata-Ebire et al., 2018). Limitations in libraries include limited room for collections and users, outmoded technology, restricted internet speed, and insufficient hardware and software to provide new services. According to Ogbuagu (2020), library infrastructure includes generators, electrical systems, ICT facilities, furniture, furnishings, information materials, and the building itself. Library infrastructure has a crucial role in providing necessary services to customers, as acknowledged in contemporary literature. Insufficient library infrastructure can lead to personnel attrition and degraded user services.

Conclusions, recommendations and implications

This paper reviewed literature on how libraries can serve as innovation hubs, fostering creativity and community engagement, the impact of libraries on community connections and social cohesion as well as the challenges that libraries face when implementing innovation initiatives and potential solutions. Although it is clear that innovation is present and being used in the library profession, it is crucial to understand that innovation in the library profession faces numerous obstacles. It is legitimate to assume that the degree of innovation among library professionals is a direct result of the introduction of ICT into library operations. Nevertheless, rather than being insurmountable barriers, these challenges present chances for development, creativity, and relevance. There has never been a more important role for the library in society. It serves as the hub for community involvement, an anchor of knowledge, and a beacon of information. Libraries must continue to be flexible, adaptable, and technologically savvy in order to carry out this function in an efficient manner. To foster a culture of knowledge innovation in libraries, various tactics can be used, including fostering a learning culture, establishing a knowledge-based team structure, building trust and cooperation, developing human resources, and cultivating innovative talent.

In this literature review, special care was taken to mitigate potential internal biases in the obtained data in order to ensure that the results drawn are fair and reliable. Although the study relied on previously published verbal, textual, and visual sources, the review took a systematic and critical reading approach to assess the dependability, context, and views given in each. To avoid relying too much on a single viewpoint or institutional perspective, sources were chosen from a wide range of writers, geographies, and publications. Triangulation was also employed, comparing findings from numerous studies to identify consistent themes about libraries as innovation hubs, community participation, and social cohesion. Where differences or conflicts existed in the literature, they were acknowledged and analysed in their respective settings, rather than emphasising solely positive findings. Furthermore, the review prioritised peer-reviewed

academic papers and credible reports in order to improve the evidence base's validity. Reflexivity was also considered during the interpretation process, which involved remaining aware of potential researcher preconceptions and ensuring that interpretations were based on the literature rather than personal judgements. The study used these metrics to decrease bias and improve the dependability of its conclusions about libraries' transformative role in supporting creativity and community development.

This study recommends that libraries should actively seek collaborations with technology businesses, educational institutions, and other community organisations to pool resources, share information, and collaborate on creative solutions. Collaboration encourages the creation of comprehensive, accessible, and affordable services. Libraries can broaden their offerings to include digital literacy programs, career training, health and wellness initiatives, and culturally relevant programming to satisfy the different community requirements. The study also recommends librarians should have technical, IT, administrative, and communication abilities to thrive in the digital age. Again, libraries should actively engage with the community by hosting events, workshops, and outreach activities. Libraries that are visible and accessible can attract new users, assess community needs, and efficiently modify services to fit local requirements. Using agile management concepts improves agility and efficiency in responding to technological changes. Regularly train library workers to stay up to date on technology and deliver effective modern services. Develop and distribute detailed policies governing the use of digital resources, privacy protection, and appropriate behaviour in the library's digital environment. Clear guidelines promote a secure and courteous digital environment for all users.

This study is likely to have impact on the LIS field through research development. This study

also has an implication with regards to shedding light on fostering creativity and impact of libraries in communities. In today's fast-paced world of information and technology, public libraries play a crucial role as accountable institutions at the heart of communities. As society navigates an increasingly complicated and information-driven world, public libraries and community information centres play critical roles in developing information resilience.

Author's bio

Ms Noxolo N. Buthelezi is a Lecturer in the Department of Information Studies at the University of Zululand (UNIZULU), within the Faculty of Humanities and Social Sciences. She holds an Honours degree in Library and Information Science (NQF Level 8) and a Master's degree in Information Science (NQF Level 9) from UNIZULU and is currently pursuing a PhD in Information Science. She has published two articles in *Mousaion: South African Journal of Information Studies*. Her research interests include information ethics, information-seeking behaviour, digital literacy, user studies, and Library and Information Science (LIS) curriculum development. She is currently supervising five Master's students and previously supervised three Honours students who successfully graduated in May 2025. She also serves as the Work-Integrated Learning Coordinator and Master's Coordinator in the Department of Information Studies.

References

1. Abata-Ebire, B. D., Adebowale, J. A., & Ojokuku, B. Y. (2018). Achieving sustainable development goals (SDGs) in Nigeria: the roles of libraries. *International journal of applied technologies in library and information management*, 4(2), 89-95.
2. Ademodi, D., & Adepoju, E. (2009). Computer skill among librarians in academic libraries in Ondo and Ekiti States, Nigeria. *Library Philosophy and practice*, 1.
3. Adler, P. S., & Kwon, S. W. (2002). Social Capital: Prospects for a New Concept. *The Academy of Management Review*, 27, 17-24.
4. Auckland, S., & Kilpatrick, S. (2021). Restoring community cohesion through positive education: applying a community resilience model. *International Journal of Lifelong Education*, 40(5-6), 561-575.
5. Bala, A. (2024). Effects of Experiential Learning Strategy on Senior Secondary School Students' Interest and Achievement in Practical Agricultural Science in Selected School in Borno State, Nigeria. *Zaria Journal of Educational Studies (ZAJES)*, 24(SPECIAL), 1-11.
6. Bourdieu, P. (1979). Symbolic power. *Critique of anthropology*, 4(13-14), 77-85.
7. Bourdieu, P. (1985). The social space and the genesis of groups. *Social science information*, 24(2), 195-220.
8. Burke, M., Kraut, R., & Marlow, C. (2011). Social capital on Facebook: Differentiating uses and users. Proceedings of the SIGCHI conference on human factors in computing systems,

9. Burt, M. (1992). The justification for applying the effective-mass approximation to microstructures. *Journal of Physics: Condensed Matter*, 4(32), 6651-6690.
10. Coleman, J. S. (1988). The corporation versus the family: Consequences for persons. *Innovation: The European Journal of Social Science Research*, 1(4-5), 527-541.
11. Das, S., Patro, U. S., Panda, T., Pani, D., & Badawy, H. R. H. (2024). Insights and Future Prospects for ChatGPT: A Productive Computational Intelligence Approach on the Administration of Human Resources. In *Applications, Challenges, and the Future of ChatGPT* (pp. 91-125). IGI Global Scientific Publishing.
12. Dempsey, L., & Malpas, C. (2018). Academic library futures in a diversified university system. In *Higher education in the era of the fourth industrial revolution* (pp. 65-89). Springer.
13. Edwards, J. (2009; Hansson, 2011). *Language and identity: An introduction*. Cambridge University Press.
14. Elliott, R., Bohart, A. C., Watson, J. C., & Greenberg, L. S. (2011). Empathy. *Psychotherapy*, 48(1), 43.
15. Ellison, N. B., Gray, R., Lampe, C., & Fiore, A. T. (2014). Social capital and resource requests on Facebook. *New media & society*, 16(7), 1104-1121.
16. Fagbemiro, A. O., Ajibare, O. O., & Akinola, A. O. (2022). Innovation in the library profession: Issues and challenges. *FKJOLIS*, 8(2).
17. Field, A. J. (2003). The most technologically progressive decade of the century. *American Economic Review*, 93(4), 1399-1413.
18. Gadrey, J. (1991). Le service n'est pas un produit: quelques implications pour l'analyse économique et pour la gestion. *Politiques et management public*, 9(1), 1-24.
19. Gallouj, F. (1994). Cycles économiques et innovations de service: quelques interrogations à la lumière de la pensée schumpeterienne. *Revue française d'économie*, 169-213.
20. Gallouj, F. (1994; 2002). Cycles économiques et innovations de service: quelques interrogations à la lumière de la pensée schumpeterienne. *Revue française d'économie*, 169-213.
21. Gallouj, F. (2002). Innovation in services and the attendant old and new myths. *The Journal of Socio-Economics*, 31(2), 137-154.
22. Hillenbrand, L. A. (2005). Observational constraints on dust disk lifetimes: implications for planet formation. *arXiv preprint astro-ph/0511083*.
23. Hussain, N., Turab Mirza, H., Rasool, G., Hussain, I., & Kaleem, M. (2019). Spam review detection techniques: A systematic literature review. *Applied Sciences*, 9(5), 987.
24. Iheanachor, N., David-West, Y., & Umukoro, I. O. (2021). Business model innovation at the bottom of the pyramid—A case of mobile money agents. *Journal of Business Research*, 127, 96-107.
25. Islam, S. M. S., Uddin, R., Das, S., Ahmed, S. I., Zaman, S. B., Alif, S. M., Hossen, M. T., Sarker, M., Siopis, G., & Livingstone, K. M. (2023). The burden of diseases and risk factors in Bangladesh, 1990–2019: a systematic analysis for the Global Burden of Disease Study 2019. *The Lancet Global Health*, 11(12), e1931-e1942.
26. Johnson, G. (2007). Strategy as practice: research directions and resources.
27. Johnson, S. M. (2012). *The practice of emotionally focused couple therapy: Creating connection*. Routledge.
28. Kamble, M. M. M., & Ghante, P. B. (2021). ROLE OF LIBRARIES IN HUMAN RESOURCE DEVELOPMENT OF HIGHER EDUCATION: AN OVERVIEW.
29. Knudsen, H. K., Ducharme, L. J., & Roman, P. M. (2008). Clinical supervision, emotional exhaustion, and turnover intention: A study of substance abuse treatment counselors in the Clinical Trials Network of the National Institute on Drug Abuse. *Journal of substance abuse treatment*, 35(4), 387-395.
30. Kranich, N. (2012). Libraries and civic engagement. *Library and book trade almanac*, 2012, 75-96.
31. Lin, N. (1999). Social networks and status attainment. *Annual review of sociology*, 25(1), 467-487.
32. Lin, N. (2017). Building a network theory of social capital. *Social capital*, 3-28.
33. Maniotes, L. K., & Kuhlthau, C. C. (2014). Making the Shift: From Traditional Research Assignments to Guiding Inquiry Learning. *Knowledge Quest*, 43(2), 8-17.
34. Metcalfe, J. S., & Miles, I. (2000). Introduction, overview and reprise. In *Innovation Systems in the Service Economy: Measurement and case study analysis* (pp. 1-12). Springer.
35. Network, L. a. I. S. (2023). Types of Library (Academic, Public, National & Special Library). ceive from: <https://www.lisedunetwork.com/typeslibraries-academic-public-national-special-library/>

36. Nicholson, S. E. (2017). Climate and climatic variability of rainfall over eastern Africa. *Reviews of Geophysics*, 55(3), 590-635.
37. Ogbuagu, N. M. (2020). Effect of dividend policy on firm's performance. *Journal of Accounting, Business and Social Sciences*, 3(2), 2672-4235.
38. Putnam, R. D. (1993). The prosperous community. *The american prospect*, 4(13), 35-42.
39. Putnam, R. D. (1995). Tuning in, tuning out: The strange disappearance of social capital in America. *PS: Political science & politics*, 28(4), 664-683.
40. Rafiq, M., Batool, S. H., Ali, A. F., & Ullah, M. (2021). University libraries response to COVID-19 pandemic: A developing country perspective. *The Journal of Academic Librarianship*, 47(1), 102280.
41. Shokraneh, F., & Shiramin, A. R. (2011). Need for content reengineering of the medical library and information science curriculum in Iran.
42. Shonhe, L. (2019). An assessment of the technology readiness of public librarians in Botswana. *Global Knowledge, Memory and Communication*, 68(4-5), 275-287.
43. Sundbo, J. (1998). *The theory of innovation: entrepreneurs, technology and strategy*. Edward Elgar Publishing.
44. Sung, Y.-T., Chang, K.-E., & Yang, J.-M. (2015). How effective are mobile devices for language learning? A meta-analysis. *Educational research review*, 16, 68-84.
45. Ullah, A., & Usman, M. (2023). Role of libraries in ensuring quality education at higher education institutions: A perspective of Pakistan. *Inverge Journal of Social Sciences*, 2(4), 13-22.
46. Vårheim, A. (2007). Social capital and public libraries: The need for research. *Library & Information Science Research*, 29(3), 416-428.
47. Williamson, J. (2000). *Exchange rate regimes for emerging markets: reviving the intermediate option* (Vol. 60). Peterson Institute.
48. Wojciechowska, M. (2020). Social capital, trust and social activity among librarians: Results of research conducted in 20 countries across the world. *Library & Information Science Research*, 42(4), 101049.