

# Youth Programming and Services During the Covid-19: a case from Qatar

Medina, V. J<sup>1\*</sup>

<sup>1</sup>Qatar National Library, Doha, Qatar

\*vmedina@qnl.qa

## Abstract

Transitioning completely from physical to virtual services for library users has become a typical response of many libraries worldwide in the COVID-19 pandemic. Published literature reveals that many public libraries across the globe have continued to implement various virtual library services and programming to engage their users in this challenging time (Askew et al., 2020; Kim, Choi, & Jung, 2020; Cleave & Geijsman, 2020). Although there are numerous initiatives among public libraries for teens, there is limited research regarding the provision of online services and assistance for teens during the pandemic. Thus, this presentation highlights the benefits, efforts, and initiatives of the Qatar National Library, specifically the Young Adults' library, in planning and implementing virtual services to address teens' information and research needs during the COVID-19 pandemic. This paper aims to share the experience of the Young Adult team in organizing various programs for young adult users, including the professional challenges encountered by librarians during the pandemic. Specifically, this presentation seeks to answer the following questions: *How does the library respond to the information needs of young adults during the COVID-19 pandemic?; What are the challenges encountered by young adults librarians in facilitating these virtual services to target audiences?; What is users' feedback about these virtual offerings by the library?* This study adopted content analysis on various documents such as departmental reports, statistics, number of participants, and surveys. Additionally, this study will present information that might help library professionals, educators, library management, and policymakers design their library plans and programs for serving young adults remotely.

**Keywords:** *Public libraries, youth programming, teens, pandemic*