VARIOUS SERVICES PROVIDED BY LIBRARIES DURING COVID - 19

Dr. Manohar Kedar

SNJB's Late Sau. K. B. Jain College of Engineering

Chandwad, Dist. Nashik

Abstract-

During the COVID-19 pandemic situations, when information outbreak is enormous, it is the time to remind the society of the importance of libraries and the role of librarians in organizing and disseminating the information. In this chaotic situation, most people rely on Google and several other channels like social media to access and share information. However, relying too much on social media does have its fair share of pros and cons. While it is a quick and easy way to share information with the masses, the authenticity of most information is often unchecked and is blindly 'forwarded' to others. A library is the best resource to save people from rumours and misinformation in a pandemic. With physical libraries being shut, librarians are active in providing online information services to the general public. Many libraries are conducting information literacy programmes alerting people about COVID-19. It is suggested that during the locked down period, people can do leisure reading and writing. Moreover, through directed reading, bibliotherapy can be provided as therapeutic adjuvants in medicine and psychiatry in the solution of personal problems. Reader advisory services can be availed from the librarians via electronic media which may help in relieving the agony due to the pandemic and the lockdown situation. This study seeks to explore how academic libraries satisfy the needs of their users in unexpected situations, such as the COVID-19-induced transition to online education. The aim of the study is to examine how academic libraries are coping with new demands for educational materials during the pandemic and identify new opportunities for libraries offered by digital technology.

Keywords - E-resources, information services, digital library services, Covid -19.

Introduction: - Most libraries have switched to working online, providing remote access to free electronic resources and support services (China Agricultural University Library 2020). Print materials have been converted into digital formats (Guo et al. 2020). As a result, libraries continued to support universities even in the midst of the pandemic (Sichuan University Library 2020; Tongji University Library 2020; Yunnan University Library 2020). Digital advances have opened up new opportunities for librarians to create new roles and new ways of delivering library services (Huwiler 2016). One of those opportunities is the possibility of creating a single information architecture and knowledge organization structure that facilitates easy access and retrieval from online tools (Library of Beihang University 2020). The libraries began to offer e-books, events, exhibitions, and training programs (Tammaro 2020), introducing a wider audience to an extraordinary amount of resources. Libraries and publishers have collaborated with leading publishers. They have spontaneously opened up their material to the general public to bridge the digital divide. Several thousand high-quality journals are being made accessible directly from the publisher's websites. The purpose of the library is to preserve and transmit the recorded knowledge. Libraries and librarians are inseparable from the society in which they serve and the society in which they live. Thus, a library in a pandemic is indispensable.

Objectives of the study are: -

➢ To determine how libraries have transformed to support educators and students learning at distance during COVID-19

➢ To study the various type of facilities and services provided to the users during COVID-19

In this situation, libraries are dedicated to support its students and faculty. To ensure the health and safety of staff and patrons alike, Library is providing limited face-to-face assistance. The extensive collection of digital materials remains available, and the majority of library services are accessible remotely. Libraries are also developing click-and-collect or drive-through services in order to allow access to books without human contact. Implementing plans to offer remote services for example e-Lending, e-Learning, or support to remote teaching.

Library Services Provided during COVID-19 :-

➢ Electronic Resources

All e-books, online journals and proceedings, databases and other streaming/electronic

materials remain available as usual through off-campus access facility. Many libraries have also created a temporary UID and password for accessing resources using off-campus facility. Library staff has coordinated with major publishers and digital platforms to provide expanded and free resources for remote teaching, learning, and research.

➢ Remote Access to E-resources
The main aim of any academic library is to enhance and strengthen the teaching, learning and research process by installing seamless document/information delivery system and around the country all libraries of higher education system have been working hard to provide services and access to collections to the users who have been displaced due to COVID-19. While all the libraries under study have provision of remote access to subscribed e resources, many have taken a lot of effort in leveraging and expanding existing online services. Notably library have displayed step by step user guide on remote login to get access to the licensed E-resources.

➢ Free and Expanded Access
In response to the uncertain and difficult time, some publishers are providing expanded access to e resources (access to additional materials than subscribed by the library) including e-books, e-journals, e-databases etc. for a limited period during this pandemic. Libraries have highlighted the links of these free and expanded resources on their portal to facilitate visibility of these options available for users. This has enhanced the possibility of users availing the virtual services and hence, visiting library portal frequently.

➢ Open Access Resources
There are many scholarly freely resources available, especially National Digital Library of India (NDLI), Shodhganga, a repository of Electronic Thesis and Dissertation, Directory of Open Access Journals (DOAJ), AMS Free Online Books, Book Boon, Directory of Open Access Books (DOAB) and many more. Remarkably 20 libraries (91%) have brought together all such resources onto a single page and made these available for their users in anticipation to the information need. IITBHU has provided link of resources sharing initiative by International Federation of Library Association (IFLA)

➢ Digital repository
Many academic libraries have actively involved in building institutional repositories of the institution's books, papers, theses, articles, syllabus, question papers and other works which can be digitized.

➢ Document Scanning
On request of the users, library has send scan copy of the document by emails that are only available in print format.

➢ Books at Doorstep
Some of the libraries have taken it with such zeal that they have provided the students books at their home on demand of the students.

➢ Organization of Virtual Events/ Webinars
Libraries have taken effort in arranging webinars relating to topics starting from information literacy to research ethics to educate their users on the use of digital information in their learning and research activities.

➢ Ask a Librarian
The library offers the Ask a Librarian service, where students have access to librarians' help in real time through email service. The link to the service is available on the library's homepage.

Conclusion: -
The Internet and web technologies have created a new and unparalleled environment and enabling the libraries to enhance and strengthen the research, teaching and learning even in this difficult and uncertain time. The concept and practice of providing remote access of e resources by libraries is not new, but the user friendly way adopted by many libraries and the number of resources made available during the pandemic is exemplary.

References:
- *https://www.thebridgechronicle.com/opinion/covid-19-role-library-during-pandemic-49537*
- *https://journals.sagepub.com/doi/pdf/10.1177/02666669211001502*
- *http://library.ddn.upes.ac.in:8081/upeslib/covid19_initiative.pdf*
- *https://ejournals.bc.edu/index.php/ital/article/view/12629/10383(ref)*
- *https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=8403&context=libphilprac*