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Connected to Learning Resource centre: Best practices of Libraries in Pandemic situation like covid 19.

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Abstract

Since March 2020 whole world locked at home to save from coronavirus, the sudden and unexpected outbreak of the virus poorly affected all industries. This virus forced all professionals to work from home. Library professionals find out the way to provide digital services to users. They offer remote assistance to users. This article tries to explore the role library professionals played during the lockdown. This article aims to determine how technology can protect exterior challenges in providing services during a public health emergency. This article explains how efficiently library professionals can provide their user's services and always keep connected to users with their resource centre.

Keywords: Library best practices, remote services, virtual services, digital access, e-resources, covid 19, pandemic situation.

Introduction

All human beings are going through a challenging pandemic situation. This is the most dangerous and difficult situation in the history of humanity. The whole world is fighting with this hidden enemy called coronavirus. On 11 March 2020, the world health organization declared a pandemic situation through coronavirus disease. Due to the speed and scale of the transmission of the everyone of illness locked at their places. Pandemic concern increased the importance of technology. Everything in the world, like work, leisure, entertainment, socialization, and education, depends on technology. The six months shutdown period challenged the ways academic libraries used to function. The closure of physical access to the library forced library staff and users to rely on technology, which is the only way to deal with difficult situations. However, without the support of library professionals, only technology cannot handle the situation. In this strange situation, library professionals played a vital role in making their users aware of their facilities and services or educating users about using electronic resources.

Objectives:

1. Discuss the importance of library professionals in this pandemic situation.
2. To find out innovative ways to reach out library.
3. Find the way to face this challenge.
4. To build up learning & professional skill.

Library professional's role in Pandemic situation

According to human nature, all humanity feels sad, stressed, confused, scared, and angry during crises. This is a tremendous challenge for library professionals to cope with these conditions and engage their library users in a healthy and informative environment. Library professionals provide their services remotely to all users. Librarians should collect factual data into useful information and provide the users of different fields accurately. In this critical situation, librarians can show their delegation for organizing and disseminating information. This is an informative world, but the information outbreak is enormous.

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The librarian must pick the right information from this information ocean. Correct and authentic information helps to handle the turbulent situation. Sometimes wrong information spreading rapidly, and it badly affects the researcher as well as all humankind. Librarians help researchers by providing factual data, current information, latest updates made available for the researcher through recent news, articles, books, reports. This information helps the researcher to make the correct statement. The researcher could not progress well without authentic details, understanding the value of information librarians should design their services to reach the users outside the campus. In this pandemic situation, special libraries made particular covid19 bibliography, run virtual information services for health care professionals. Providing global searching for authentic information, giving interlibrary loan services for e-resources, digital reference services are distinguished services offered by librarians. Physical access of academic libraries was closed, and all libraries moved on only online services. In this situation, libraries provide digital content, give multiple opportunities to connect with library resources and develop robust search engines and web presence for their users.

Best practices of Libraries in Pandemic situation like covid 19

We all know that necessity gives the birth of invention, and we all are realized this in this lockdown period. Correct and accurate information is the capital of quality education. As per Dr. Ranganathan's law of library science, LIS professionals provide the correct information to the right person at the right time. This law supports online teaching. In the pandemic, situation libraries try to provide innovative services.

Below are some innovative best practices.

Remote Access to E-resources.

Academic libraries always support and boost the teaching, learning & research process—the higher education system is working hard on the information delivery system. During the covid 19, all academic libraries try their best to provide services and access e-resources; remote access helps them give e-library access to users. With the help of this, users can access e -a resource from any place.

Instant Reference Services: [during the lockdown period]

WhatsApp and Facebook are two user-friendly social sites. Most probably, all persons are using this. Users can contact the library personally through what's App, SMS or email and get an instant reply. It helps them to solve their queries immediately. This is the best service librarian provide in the covid period.

Online information literacy program.

During the lockdown period, the librarian arranges an online literacy program. All depend on online resources, so it will be pretty helpful for users to know the e-resources and know how to use them. Once in week librarian keep the online session, and it keeps open for all users. The person who cannot attend this week can participate next week. Librarians can continue this practice and create awareness among users about the library services and library resources.

Lib guide, user manual:

Librarians start this practice during the lockdown even though arranging online training sessions; they send library guide or user manual to all users, which help them using the library.

Create awareness about open access resources.

Some resources and research material are freely available on the internet, e-books, e-journals, scholarly research articles, data, and datasets, research work is freely available. Librarians create awareness among the users of these resources. Librarians give the URL of these resources on their library page or portal; then, users should know it and access them. Librarians orient the users about these resources.

Scanning of chapters from books, journals articles for users

This is an exceptional service that librarians provide during this lockdown period. They make special efforts to provide reading material to their users. They list all course reading material, textbooks, scan the require chapter of the books and send to users. They also scan the article of journals and send to users.

Facilitate for fine.

All libraries are extended the due date of all library material issued by members. They cancel the penalty of overdue material during the lockdown period. Therefore, users do not have the burden of fines for outstanding books. Allow users to send the books by courier or give a book drop-down facility that users can drop the books in the box kept inside the library gate.

Help in information search.

Most of the libraries help their users directly in searching for information. Users can contact librarians through what App or libraries give the link on library page to "chat with Librarian" then the user can directly chat with librarians and help solve query or searching information.

Reader advisory service

This service mainly worked out in the public library; this helps fictional readers read books of their interest. Academic librarians use this service to develop the reading habit of their users. In the pandemic situation, this allows readers to find out fiction books of their interest for entertainment. Librarians send the list of good fiction e-books, and this will help readers to get the book. The librarian made a list of the books in the syllabus and stated in which e-book database these books are available; it is helpful for students and faculty to get the book. This additional service provides by librarians in a pandemic situation.

Thematic display of e-books.

The library always displays books on different topics, specific events, specific day celebrations, and specific persons. In this lockdown period librarian sent the list of e-books or displayed it on the library portal.

Interlibrary loan

In the lockdown period, this facility is used for e-books or e articles; this will be helpful for all libraries to fulfil their user's needs.

Online events.

Many libraries arrange webinars on a different topic, conduct virtual book exhibiting, arrange online author talk.

Conclusion

First time in history, it happens that all librarians worked without their most essential tool, i.e., physical access to the library and biological reading material. When all colleges and libraries were shut down, and teaching and learning are dependent on technology, librarians were in touch with their users and tried to provide the best services to their users. To keep connected with users, librarians choose a social site, phone, and email services. Work efficiency, creative mind, and delegation to librarians' work keep connected with their users to their resource centre.

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