Online Services of Library and Role of Academics during Pandemic

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ABSTRACT

Currently we are facing the pandemic situation in the world and there is lockdown situation in the education system like schools and colleges are physically closed now. Now there is need of specify the role of libraries and academics in the pandemic situation. This research study focuses on the problems of the online sources and the implementation of the online library services by libraries. Also author give an example of their own library Bharatiya Mahavidyalaya, Amravati's Central Library's example how the online services are running during pandemic.

Keywords: Academic libraries, Online services by libraries, E-resources

I. INTRODUCTION

Libraries are dynamic, and librarians are trained and responsible for gather, consolidate and disseminates the all kind of possible information to the users. Libraries mostly relay on and work on offline situation due to college pattern and tend to physical work of libraries such as acquisition, processing and circulation of library collection to the users. But there are some obstacles which are seen in last few years that many country facing lockdown situation and thus now it is necessary to disseminates desire and require information in other form and in other repackaging by using different platform.

Thus this study consist of dissemination of information and library services through online mode in lockdown situation.

Terminology and definitions:

In this research study we are going to see the role of libraries in pandemic situation and dissemination of information by using online platform through different media.

According to Oxford Lexico Dictionary "Online Services are a company or other organization which provides a service via a computerized system or computer network (now rare)."

A company which provides access to the internet and/or exclusive content and services through its own computer network.

also pandemic is a situation an outbreak of a pandemic diseases. And **lockdown is a situation in which a state of isolation or restricted access instituted as a security measure.**

II. OBJECTIVES OF STUDY

1) To determine the role of libraries during pandemic through online services.
2) To suggest the different resources during pandemic.
3) To modify the services in pandemic and lockdown situation.
4) To suggest and review the various platform of library services after taking feedback from the users of central library.

III. RESEARCH METHODOLOGY AND TOOLS

Research Methodology: For the study of Role of libraries during pandemic there is need to know some important factors like their needs, available tools and also the technical skills of the librarians as well as the students. Also there need to know common factors about all users equally, so I found '**Survey Method**' is the most beneficial for this kind of studies.

Research Tool: It was the biggest task to approach the all possible approcahes and meet the almost all admitted students and literate them about library services and tell them about survey. I choose the '**Questionnaire method**' for the data collection tool and make it possible through 'Google Forms' the best and time saving online survey method for the students as well as me.

Questionnaire was mainly focused on to determine what are students are learning and using the current online resources from the given.

The online services given by the library during pandemic:

1) Provide study materials in textual and non-textual i.e. video form.
2) Resources browsing and information dissemination through internet.

The platforms, programs and tools which are used during pandemic

According to criteria and the need of the situation to disseminate the information here are the following platforms are used during pandemic.

1) **To connect with the students and giving updates and orientation to users**

a) **Moodle Cloud**: MoodleCloud is a hosting service provided by the people who make Moodle, where you can get a fully-hosted Moodle site in your site you can create effective online teaching and learning experiences in a collaborative, private environment. In our Bharatiya Mahavidyalaya, Amravati we near about six faculty uses the Moodle Cloud for taking lectures and assignments it have many benefits like taking online assignment and submission and we can also mark attendance of students and we can also take test.

b) **Use of Moodle for Library:**

i) **For promoting the resources:** as a librarian we should promote the resources which users can be access online, by using announcement tool or feature in in we can promote the resources and can give users various notification or information of new arrivals in the library.

ii) **Orientation of resources and library services:** In this platform professors or teachers uses the feature of assignment but as a librarian we can use and even I use as a orientation of resources and central library services for the students
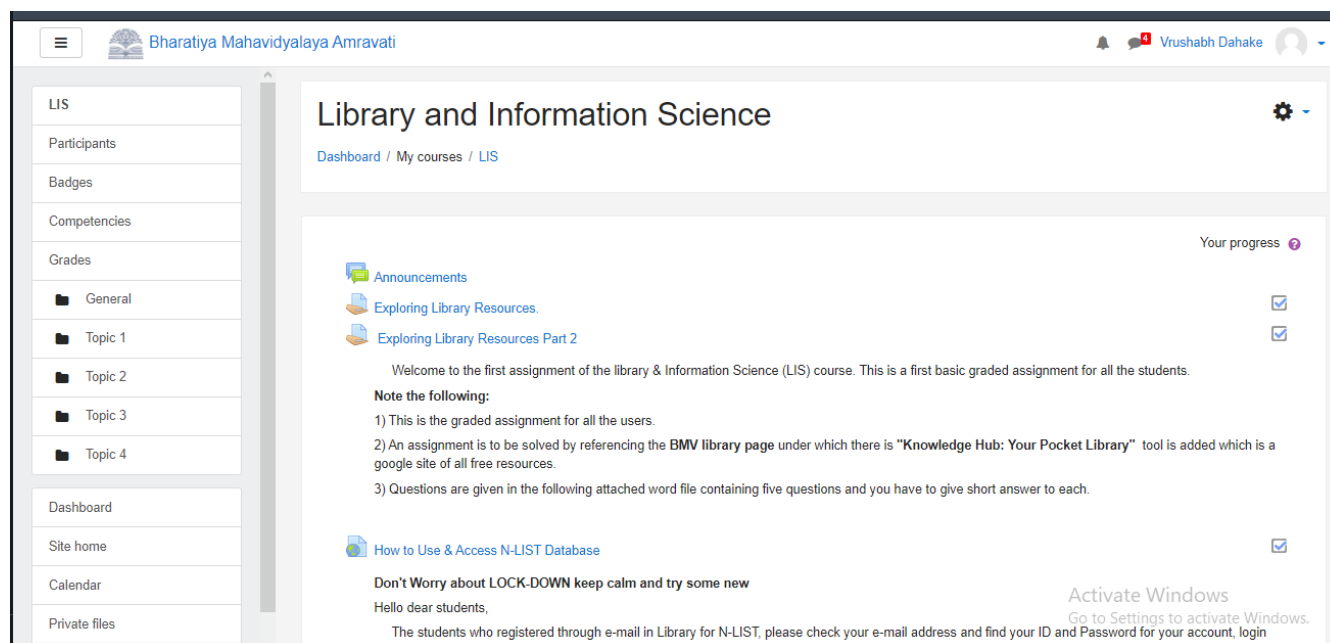

Fig: Screenshot of Moodle Cloud Platform and class of Library

c) **Google Meet platform**

Google Meet is a official app and meeting software especially made for team meeting. Google meet is use in academic purpose as follows

i) To conduct the lecture Google meet is best platform because it no need subscription and non-practical subject are taught by it.

ii) Giving feedback of students as it is two way conservation from the both users.

2) **To disseminate information, notes and study materials**

It is most important and priority base service which central library have to give to users and in this pandemic here are following some ways that

a) **N-LIST database**

The Project entitled "National Library and Information Services Infrastructure for Scholarly Content (N-LIST)", being jointly executed by the e-ShodhSindhu Consortium, INFLIBNET Centre and the INDEST-AICTE Consortium, IIT Delhi provides for i) cross-subscription to e-resources subscribed by the two Consortia, i.e. subscription to INDEST-AICTE resources for universities and e-ShodhSindhu resources for technical institutions; and ii) access to selected e-resources to colleges. The N-LIST project provides access to e-resources to students, researchers and faculty from colleges and other beneficiary institutions through server(s) installed at the INFLIBNET Centre. The authorized users from colleges can now access e-resources and download articles required by them directly from the publisher's website once they are duly authenticated as authorized users through servers deployed at the INFLIBNET Centre. (def from N-LIST official website)

In this pandemic central library of Bharatiya Mahavidyalaya, Amravati focuses on this consortium because it can be remotely access from the mobile and smartphone devices.

Sr.No.	E-resources and E-books included in the N-LIST
1.	American Institute of Physics [18 titles]
2.	Annual Reviews [33 titles]
3.	Economic and Political Weekly (EPW) [1 title]
4.	Indian Journals [180+ titles]
5.	Institute of Physics [46 titles]
6.	JSTOR [2500+ titles]
7.	Royal Society of Chemistry [29 titles]
8.	H. W. Wilson [3000+ titles]
9	Cambridge University Press [224 titles] (2010-2016)
10.	Oxford University Press [262 titles]
11.	Cambridge Books Online [1800 titles]
12.	E-brary [185000+ titles]
13.	EBSCoHost-Net Library [936 titles]
14.	Hindustan Book Agency [65+ titles]
15.	Institute of South East Asian Studies(ISEAS) Books [382+ titles]
16.	Oxford Scholarship [1402+ titles]
17.	Springer eBooks [2300 titles]
18.	Sage Publication eBooks [1000 titles]
19.	Taylor Francis eBooks [1800 titles]
20.	Myilibrary-McGraw Hill [1124 titles]
21.	South Asia Archive [through NDL]
22.	World e-Books Library [Now available through NDLI only]

Table: list of all e-resources that users can be access through N-LIST service

b)   Library's Google site pocket library

Bharatiya Mahavidyalaya, Amravati's Central Library create the hub of online knowledge even before pandemic situation to promote the online library services and to unite all the useful study material at one place, so we made Pocket Library on Google site (https://sites.google.com/view/knowledge-hub-for-all/home)

Fig: Home page of Pocket Library Knowledge Hub

Resources, tools and services through Google site:

There are various kinds of resources are divided into different categories in this site and then the resources are added to it here are following types of resources are included in it.

i)   **Textual Resource:** Under textual resources there are free and open sources are added which are non-copyrighted and in public domain which are helpful for the users these resources are as follows

a)   National Digital Library

b)   NOAJ NISCAIR Open Access Journals

c)   ACM Digital Library Journals

d)   Indian Journals

e)   E-PG pathshala

f)   NCERT Books

g)   SAGE Publications

h)   IGNOU Notes for all

ii)   **Resource Centers:** There are two resource centers are added are Information and Library Network INFLIBNET and National Library of India.

iii)   **Online Coerces:** There are free and open courses are added to this which are authorized and run by government different projects like SWAYAM and WIPO certificate and diploma courses.

iv)   **Video Resources:** video resources like swayamprabha channel is added.

v)   **Personal development tools:** in the personal development section we add Google Scholar link the link of Vidwan Database operated by INFLIBNET center and Ted Talk program link etc.

so this kind Google site is develop for the library users and the best part is that it is any time editable and we make changes whenever we want to do so.

To arrange the various programs and orientation program for the users.

Do you found all resources and material that you need ?
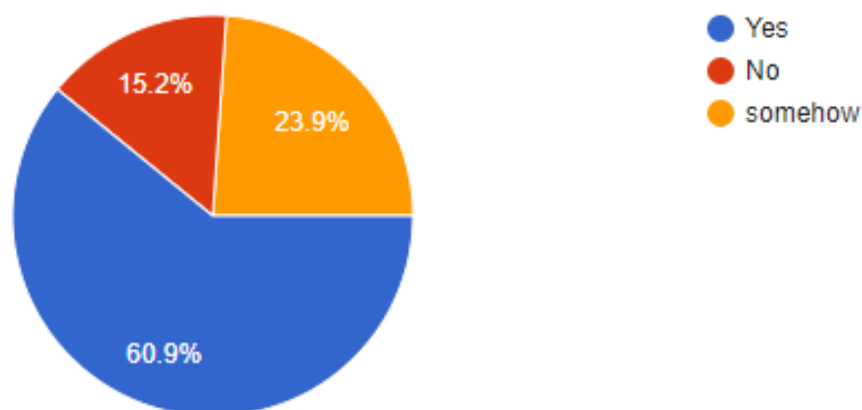
92 responses

Fig: Survey result by library users

This above figure shows that there are 15% users are not know how to use resources and about 24% are somehow literate about this so there was need to literate them online, so on 7th March 2021 Bharatiya Mahavidyalaya, Amravati's Central Library organizes an online event called 'Orientation Program' and in this training we teach library users now to use N-LIST? What things are included in the Google site? And how to access other library resources etc.

The characteristics and criteria for the platform which are elect.

Roles of the academic and specially libraries are important in this pandemic situation and we have to manage the academic work from the remote access like home and all, thus in this situation we have to think for all kinds of users and students before selecting the platform. Platform should be easily accessible, easy to learn for both students and teachers as well and most importantly it will be easy that these will already in public domain. So here are some criteria we used for selecting the tools for performing academic work.

1) Easily available and accessible
2) Less internet consumption is a criterion because many students have limited data for day and there are numbers of lectures they have to attend daily.
3) Mostly smartphone operated for input from students' side.

Findings of the research study:

During study I received total 92 responses during this study from all kind of faculties and stream of Arts, Commerce and Science of our Bharatiya Mahavidyalaya, Amravati's Central Library here are the major findings from this study are

1) Students/users are using pocket library (41%) service mostly which include all study material and Moodle Cloud (22%) followed by N-LIST consortium (18%).
2) The most shocking finding was 31% students and users are not using the any service prescribe above

3) In the feedback students confess that they want to use the services but there is no training so they can't use so.

4) After orientation program students clear their doubt and start using the services.

Which Online Services do you use of Bharatiya Mahavidyalaya, Amravati's Library (More than one option can be select)
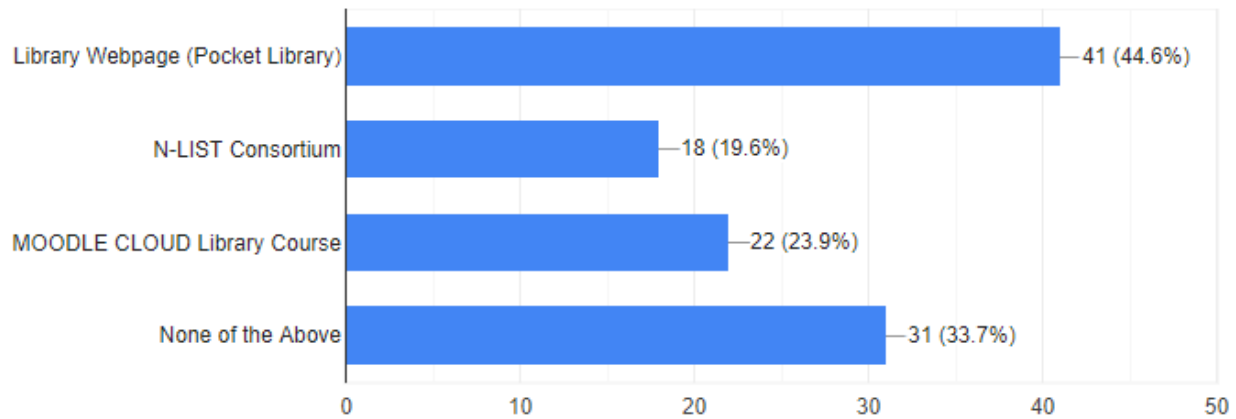
92 responses

Service	Count
Library Webpage (Pocket Library)	41 (44.6%)
N-LIST Consortium	18 (19.6%)
MOODLE CLOUD Library Course	22 (23.9%)
None of the Above	31 (33.7%)

Fig: Chart of the data of findings after survey of online services

Class

92 responses

Legend:
- B.Sc 1st Year
- B.Sc 2nd Year
- B.Sc 3rd Year
- B.A. 1st Year
- B.A. 2nd Year
- B.A. 3rd Year
- B.Com 1st Year
- B.Com 2nd Year

1/2

Pie chart values: 10.9%, 14.1%, 13%, 12%, 10.9%, 7.6%
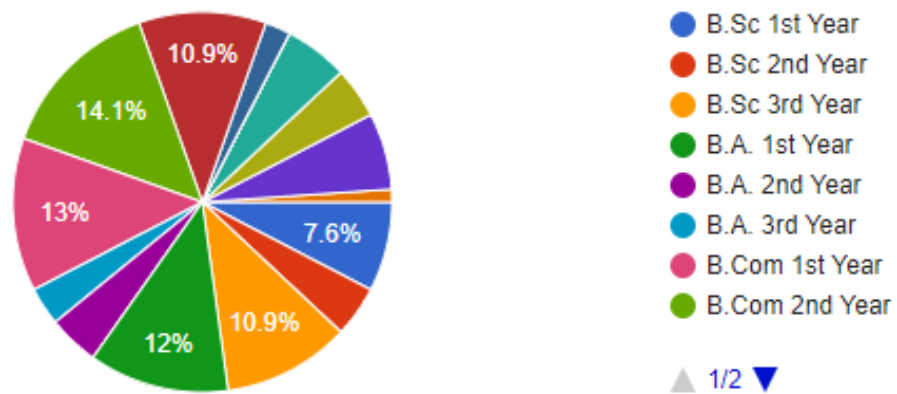
Fig: Data of students who submitted the feedback for online services

IV. CONCLUSIONS

The role of academics and specially libraries is defined in this research and there is need of update and training for all academicians for this kind of online infrastructure.

V. SUGGESTIONS

From the above study, research and findings here are some suggestions for improving the pattern of role of academic during pandemic

1) There is need of clarity and training to both the students as well as teachers for improvement of academics in online platform.

2) There should be adaptation of this online situation and we should focus more on recording the lectures and as a librarian we must give more references to the students in form of textual and non-textual formats.

VI.REFERENCES

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