

## Library Services during the COVID-19 Pandemic Situation

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**ABSTRACT:** *This study is to explore the library services provided by librarians during COVID-19 Pandemic situation. Online books are the digital services highly provided to users, Whatsapp is the highest used social media used for rendering library services. Majority of them attended webinars in the field of library and information science subject. Trend is toward attending various webinars rather than organizing whatsoever might be the reason. Zoom meeting is the highly used platform for attending webinar.*

**KEYWORDS:** webinar, digital services, social media, Digital platform, information science, pandemic situations of COVID-19

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## INTRODUCTION

According to Fabunmi (2002), Academic libraries are operationally defined as organized collections of information resources (print and non-print) which form an integral part of tertiary educational institution. In essence, the academic libraries provide resources to support the teaching and research activities of their parent institutions.

The current pandemic situations of COVID-19 all the peoples are suffer lot but even though they manage to do their work from home. In academic institutes the librarians and library staff are providing the services to their users through online mode. The main aim of this study is to focus on the library services provided by the library professionals to their users. The library professional has tried their best to provided library services like online journals; web OPAC, Digital Document Delivery. To provide the library services effectively the professionals has arranged the library Staff Training programmes, online meetings, online Quiz and open forum discussion. Some of them have delivered the lectures on current library trends and how to provide the library services effectively. Manoj Kumar K (2007) Libraries, whether academic or public, are complex entities, having massive collections and serving enormous users to satisfy his or her information desire. So as to satisfy the necessities of the academic scholars and faculties.

## RESEARCH METHOD

The study focuses only on library professionals who provided information to their users in the COVID-19 pandemic situation. The online library services are the major part of this study. Survey method is used in this study and for data collection a pre-designed questionnaire is distributed as Google form.

### Objective of the Study

The main objective of this study to find out the online library services provided by library professionals in the pandemic situation COVID -19.

- To know the development of their skills to provide the better services by the professionals.
- To identify the types of training program attended by professionals.
- To find the type of online platform preferred by professionals

### Scope and Limitations

Scope of the study is Pune of Maharashtra and Study is limited to librarians only.

### Data analysis and results:

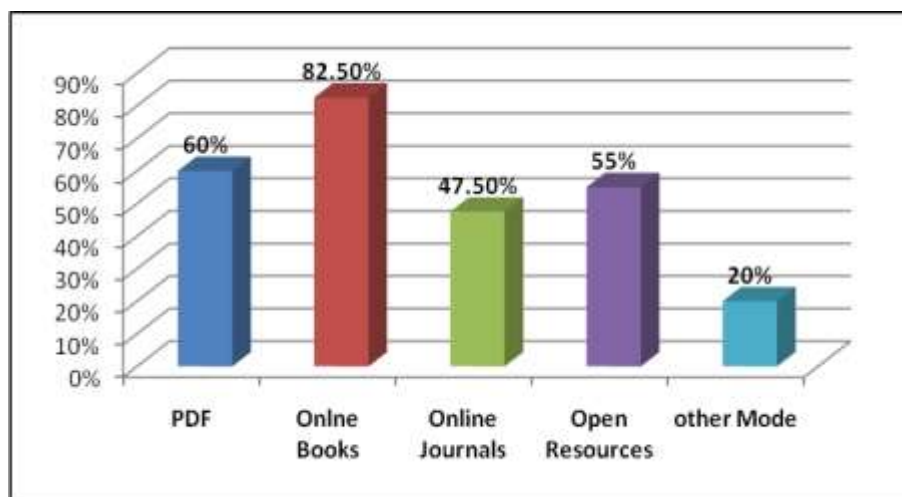
Questionnaire had been sent to various Librarians and 40 Librarians responded to questionnaire. Based on the responses analysis and findings of the study are outlined below

### Digital Library Services:

According to Bertot, McClure and Ryan (2000), digital reference services refer to a network of expertise, intermediation and resources put at the disposal of a user seeking answers in an online/networked environment. When queries are received and responded in electronic form digital reference service occurs. The information resources below are provided by the library professionals to their users during COVID-19 pandemic.

**Table No. 1:** Mode of Online Services

Sr. NO.	Mode	Number of Responses	%
1	PDF	24	60%
2	Online Books	33	82.50%
3	Online Journals	19	47.50%
4	Open Resources	22	55%
5	other Mode	8	20%



**Figure No.1:** Mode of Online Service

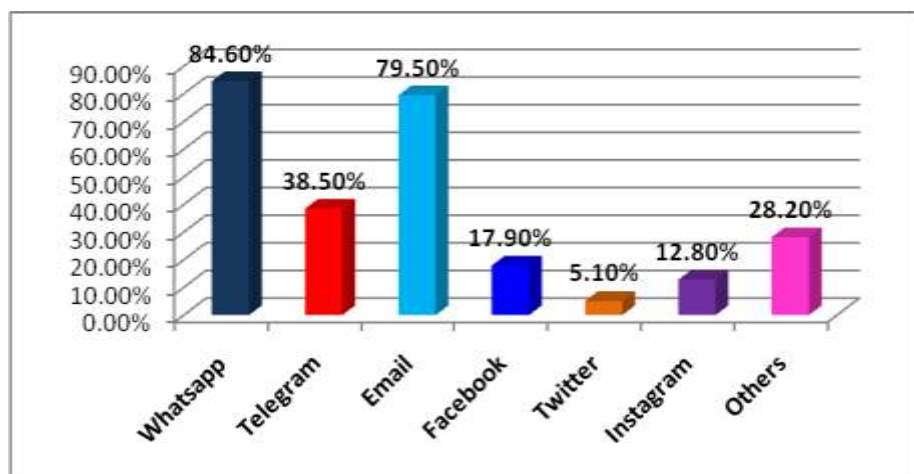
The above Table No.1 and Figure No. 1 shows that, PDF of Information provided by 24 i.e.60%, online books provided by 33 means 82.50%, Online Journals provided by 33 i.e.47.50%, Information provided by Open Resources is 22 i.e. 55% and from Other Mode 8 means 20%. Information provided by online books are most preferred i.e. 33 means 82.50% and other mode of information is lowest information source i.e. 8 means 20%.

### **Social Media Used for Providing Library Services:**

Social media are interactive computer-mediated technologies that facilitate the creation and sharing of information, ideas, career interests, and other forms of expression via virtual communities and networks. The variety of stand-alone and built-in social media services currently available introduces challenges of definition; however, there are some common features.

**Table No.2:** Use of Social Media

Sr.NO.	Social Media	Respondents	Percentage
1	Whatsapp	83	84.60%
2	Telegram	15	38.50%
3	Email	31	79.50%
4	Facebook	7	17.90%
5	Twitter	2	5.10%
6	Instagram	5	12.80%
7	Others	11	28.20%



**Figure No.2:** Use of Social Media

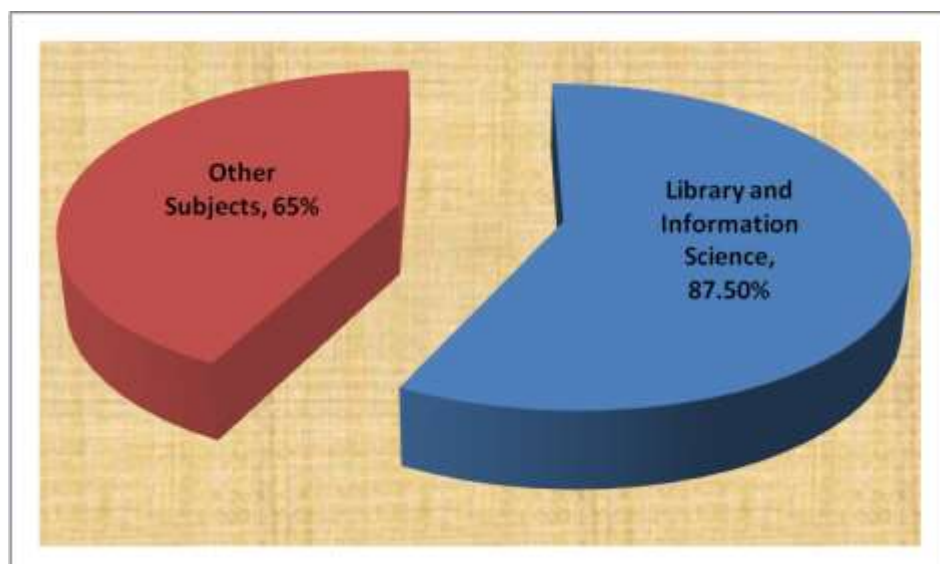
The above Table No.2 and Figure No.2 shows detail about Social Media used for providing the information or library services to the users. Whatsapp is most popular social media to in librarian the 83 (84.6%), Telegram used by 15 (38.5%), Email used by 31 librarian means (79.5%), Face book used by 7 means (17.9%), Twitter used by very less librarian i.e. only 2 means (5.1%), Intagram used by 5 means (12.8%), and other media used by librarian is 11 means (28.2%)

### Webinar Attended:

Library professionals attended various webinars to keep their knowledge update in this COVID-19 pandemic situation. Web conferencing is used as an umbrella term for various types of online conferencing and collaborative services including webinars ("web seminars"), webcasts, and web meetings. Sometimes it may be used also in the narrower sense of the peer-level web meeting context, in an attempt to disambiguate it from the other types known as collaborative sessions.

**Table No.3:** Webinar Attended by Library Professionals

Sr.No.	Subject	Attended	%
1	Library and Information Science	35	87.50%
2	Other Subjects	26	65%



**Figure No. 3:** Webinar Attended by Library Professionals

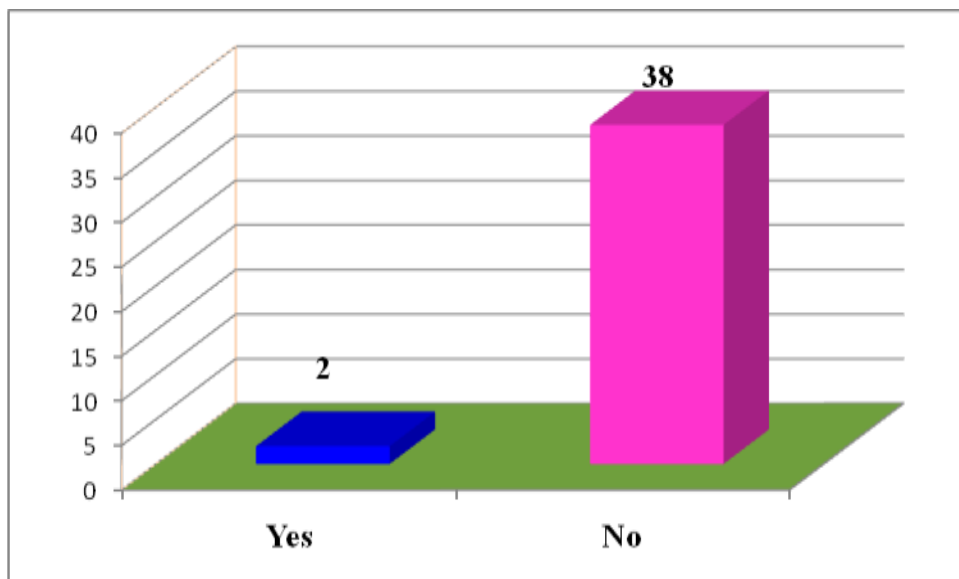
The above Table No.3 and Figure No.3 shows the data regarding the webinar attended by Library professionals, 35 (87.5%) of them attended webinars in the Library and information science subject and 26 (65%) also attended webinars of allied subjects. Means Library and Information Science subject webinar attended by most of the professionals.

#### **Webinar Organized:**

As a part of Library orientation and library awareness programme various webinars are organized by professionals.

**Table No.4:** Webinar Organized by professional

Sr.No.	Organized	Numbers	%
1	Yes	02	5%
2	No	38	95%



**Figure No.4:** Webinar Organized by professional

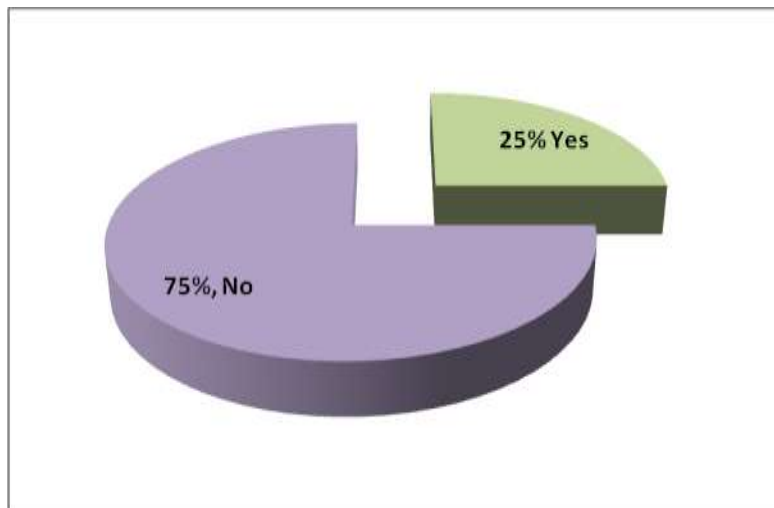
The above table No.4 and Figure No. 4 shows that there are only 2 (5%) professionals has organized the webinar and 38 (95%) library professionals didn't organized any webinar.

#### **Library Professionals as resource person:**

There are many library persons who are the resource persons in various webinars and delivered the lectures on several library and Information Science, Library Technology, Library management, etc topics.

**Table No.5:** Webinar's Resource Person

Sr. No.	Resource Person	Numbers	%
1	Yes	10	25%
2	No	30	75%



**Figure No.5:** Webinar's Resource Person

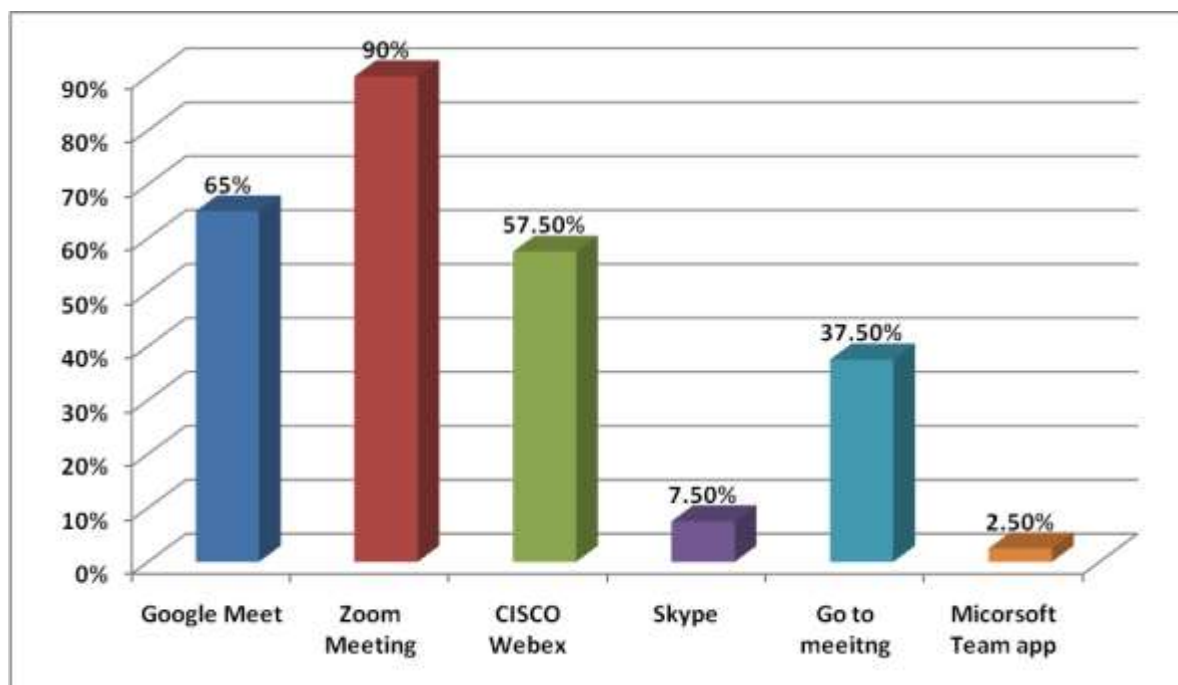
From the above table No.5 and figure no.5 it is observed that total 10 (25%) professionals were resource person in webinars and 30 (75%) were not resource persons or not found any platform to deliver the lecture.

**Platform used to attend or organizing the webinar:**

Webinars are virtual seminars in which speaker is one person but audience are many. There are many platforms freely available as well as paid.

**Table No.6:** Platform used to attend or organizing the webinar

Sr.No.	platform used	Numbers	%
1	Google Meet	26	65%
2	<b>Zoom Meeting</b>	<b>36</b>	<b>90%</b>
3	CISCO WebEx	23	57.50%
4	Skype	3	7.50%
5	Go to meeting	15	37.50%
6	<b>Micorsoft Team app</b>	<b>1</b>	<b>2.50%</b>



**Figure No.6:** Platform used to attend or organizing the webinar

The table No.6 and figure no.6 shows the detailed information Platform used for attending or organizing webinars by library professionals, Google Meet used by 26 (65%) the highest platform used by professional was Zoom meet that is 36 (90%) the CISCO WebEx used by 23 (57.5%), Skype used by 3 (7.5%), Go to meeting used by 15 (37.5%), Microsoft team app used by 1 (2.5%). Means zoom application is more popular in library professionals and Microsoft Team app is less popular in library professionals.

## CONCLUSION

This article has presented an overview of the online library services provided by professionals during COVID-19 pandemic. Online books (82.5%) are the digital services highly provided to users. WhatsApp (84.60%) was the highest used social media for rendering library services. For developing skills professionals attended various training programs majority, i.e. 87.50% of them attended webinars in the field of library and information science subject. The trend is toward attending various webinars rather than organizing whatsoever might be the reason. Though the number of Librarians organized was less, but remarkable of 25%. Zoom meeting (90%) was the highly preferred platform for attending webinars.

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