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Need of changing the approaches of Library services in Pandemic period of Covid 19

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Abstract:

Covid-19, a worldwide disaster that began at the end of 2019 and reached its peak in 2020, has had such an impact on the entire world that it has had some effect on every sector. Health and medical developments have become so extensive in all areas of the world. At the same time the social, economic, political, cultural as well as educational sectors were undergoing tremendous changes. The lockdown was imposed because of Covid's main obligation to maintain social distance, so the effect of this obligation was felt in all areas. The obligation to observe social distance will make it compulsory for everyone to work from home. At that time, the use of electronic devices became a major link in the communication of life. It is not possible to use this tool without the knowledge of information technology and therefore the use of this tool has become inevitable in every field.

Information technology has revolutionized all areas, but it is not being fully utilized everywhere. The use of this information technology has now become unavoidable due to the infection of a microscopic virus of covid-19. The virus has made it imperative for everyone to be aware of social distance and that is why it has become a need of the hour for everyone to be connected online in their own home with the help of this technology through social media. Covid 19 or Corona is an epidemic that is a global health disaster. One of these covid viruses made a man accustomed to a very different lifestyle. It emphasized hygiene, disinfection and social distance because it was the virus that was infecting. That is why the need of changing the approaches of services in every sector and library is a not an exception. The necessity of the era is to modify the methods of these services by altering the conventional services of the library to new developments with using Information Technology.

Keywords: Covid 19, Pandemic Incidence, IT, E Services.

1. Introduction:

Library and information science are an important part of society and education. This sector, which collects information and exchanges information with consumers from time to time according to their needs, also has to change to some extent due to this global epidemic disaster. In this, online service is becoming a need of the hour. Changing our service is a big challenge facing the education

sector and their libraries today.

1.2. Objectives of the study:

- 1.2.1. To study an effects of Covid-19 on several factors.
- 1.2.2. To study an influence on library services in pandemic situation.
- 1.2.3. To observe the new nature of the library services including new technology.
- 1.2.4. To understand the difficulties in providing online services during the Covid-19 era.

1.3. Restrictions on society during the Covid period:

People used to live in an open society but, due to the time of social distance the government announced a lockoutso; people started living in a closed society during the lockout period. People were deprived of jobs, careers and education as they were not allowed to leave their homes. Many such changes took place during this period of lockout. This means that the effects of this phenomenon have become and are becoming far-reaching in the minds of the economy, urban society, the poor, women, workers, villages.

In a closed society, supremacy increased among human beings. As a result, humans decided to make greater use of technology. People started coming together through this social media. Since it was not possible to meet face to face, people started meeting each other online and this technology began to be used in almost every field. Effectively online learning methods are becoming mandatory.

1.4. Covid 19: A Sensitive Period:

The corona virus Covid-19 makes it possible to think about one's physical health and safety. This can lead to feelings of fear and illness. Currently online and television news is completely focused on this topic. It is impossible to use your phone or turn it ON without hearing the news. Social media is crowded with people who express their fears and anxieties. In some cases, instead of having kind conversations, people in their families go to these epidemics.

2. Effects of Covid 19 on several factors:

The first news of a stock market crash in the last few days after the outbreak of the corona virus was heard. The headlines such as the corona crippling the economy, the corona causing the stock market to fall, the atmosphere of mistrust among investors began to be read or heard by all. But is the economy limited to the stock market and investors? The economy is not just about these things, it's about the groceries we get, the vegetables we get, the milk we get, the transportation and much more. Corona also had a profound effect on the economics of all these everyday things and the rich and the poor suffered more or less.

2.1. Effect on Education:

Education brings about a variety of changes in human behavior. This is clear from the above interpretation of education. That is why education is a continuous, uninterrupted process and it has

become inevitable to use the online method in the current times of crisis to keep it going.

All the schools and colleges have been closed for some time in this sensitive time of the Covid disaster. Therefore, the big question of the educational loss of students came to the fore hence. That is why the option of online education came forward. Due to this catastrophe which has spread all over the world, this practice was introduced due to the obligation to maintain social distance. Since study and teaching started everywhere, it is inevitable to continue the libraries that are part of it.

2.2. Covid 19's Library Effects:

A library is a source of information where information is stored in a variety of formats and arranged under the guidance of experts, managed in the right format and ready to serve the needs of the consumers. According to ALA, the definition of a library is as follows.....

The American Library Association defines the library as a collection of resources in a variety of formats being organized by the experts or information professionals provide access, convenient to the digital as well as to the physical information to targeted services and achieve the mission of educational needs by promoting society as a whole. Academic libraries is considered all those libraries which serve the university, colleges and its affiliated organizations provide services to their students, faculty and staff members. All larger institutions have their own libraries on their campuses which are specially serving the various schools and department inside the institute some of the examples are health sciences, law and humanities libraries. <https://libguides.ala.org/library-definition>.

In the above-mentioned definition, the collection of information in different formats is a challenge to the librarians to give it to the consumers in offline as well as online format. This revolution has already taken place due to information technology, but in the time of Covid due to the virus infection, the use of this information technology has become inevitable. The challenge is for libraries to start offering online services in such a way. The need of the hour is to change the nature of these services by changing the traditional services of the library to include new trends with using Information Tecnology.

3. Let's see how it is possible to provide these services from the library now.....

In the early days, libraries were eager to serve in the traditional form. But the invention of the computer has made it possible to provide this service to the readers in a very fast way through computers and computer networks without any hindrance and effort as well as through various electronic means. In the days of Covid, it is possible to provide the information that the readers want by providing this service.

3.1. Social Media:

Today many businesses have come to online social media from the offline world. In today's era social media has become the fastest means of communication in the world. The biggest revolution in the history of mankind to date is the Internet and social media revolution. Social media has carried the entire world closer. The popularity of social media is growing day by day and people of all ages are using it. With the help of social media, any news is spread all over the world in a very short time. With the advent of technology, a person sitting in one corner of the world can communicate with his friends and relatives in the other corner and establish face-to-face contact with them not only by listening to voices but also through video calls. Social media has many platforms. Social media platforms like Whatsapp, Facebook, Instagram, YouTube, etc. are popular all over the world including India. In addition, new friends are made by creating your account on social media platforms like Facebook, Whatsapp and Instagram and old friends strike. And stays in touch with old friends. Social media has led many small and large businesses to switch online. Which has increased their sales? All the businesses that come online are thriving. Through this most popular medium, it has become easy to provide Library service. It has become easier to open the accounts of the readers and convey the information available to them in digital format.

3.2. Electronics mail:

Most current email systems use the Internet Electronic mail, also known as e-mail in everyday use, is a form of digital messaging which allows students to send information they want to their mail IDs, even at social distances, to meet student information needs from the library.

3.3. E-books:

An E-book is a digital or electronic adaptation of a book. The pages of the book are stored in different types of banks without being in PDF or pictorial form. So that the text automatically changes according to the screen size of the device the reader is using and can be read easily.

<https://mr.wikipedia.org/wiki>.

If a collection of these types of e-books is compiled in your library as an e-database, then the books that the readers want can be provided by the library whenever they want in e-books format.

3.4. E-publications:

Just as books, journals, reference books, abstract journals, listed materials are published, all the literature that is published in e-format i.e. electronics is called e-publications. In short e-publications are readings in e-format and read to the readers through various electronic tools. Providing such material in e-format.

3.5. Web portal:

A web portal is a website in which information from different sources is displayed together in a

uniform manner. A portal is a collection. A dedicated area for displaying information on a page depends on the size. A web portal is a particularly considered website that often attends as an access point for information. It can be deliberated a library of personalized and branded content.

Helps with personalization, notification, and information integration and often provides features such as task management, collaboration, and business intelligence and application integration.

<https://mr.continuousdev.com/17352-web-portal-5553>

It is very easy to exchange information and this service can be provided to the consumers either collectively or collectively.

4. Difficulties in providing online services during the Covid-19 era:

All of the above are easily accessible to consumers through online or digital services. However, some of these problems seem to be coming to the aspect. In it, respectively

- 4.1. **Internet Facilities:** Library staff cannot guarantee that every reader will have internet facilities, so providing offline services is a must at such times. At that time, real services have to be provided keeping in mind the social distance.
- 4.2. **Connectivity:** If you want to serve multiple readers at once, it will be possible to connect to every consumer via the Internet. This is a big challenge at that time.
- 4.3. **Range Problem:** There are many people in India who are library users, there are many students who live in rural areas, but also in today's era where the big question of network and mobile range and online services have to be provided with great effort.
- 4.4. **Continuous power supply:** This is also a big issue for rural students and where there is no UPS or Battery Backup, many problems arise while providing online services.

5. Conclusion:

While providing online services in the era of Covid 19, libraries have identified the need of the hour and computerized their libraries and further digitized them to equip and modernize their libraries. One of the most important services is to connect to your customers online by connecting to the highest quality internet service by solving the problems that come up from time to time. And it is the librarians and the library staff who can meet these challenges.

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