Various important actions Indian libraries are taking during lockdown due to COVID-19

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Abstract— **All stakeholders in the education system faced distinct obstacles as a result of the COVID-19 sickness. The virus's abrupt and unexpected outbreak compelled library personnel to find new ways of working in a short amount of time, such as moving to a digital platform wherever possible and providing suitable remote services to patrons. The goal of this study is to determine and demonstrate how much initiative is taken by any institute's library. During the COVID-19 pandemic, technology proved to be a lifesaver for India's higher education institutions. The study investigates the types of services offered by Indian Institutes' libraries that are available online or via remote access.**

Index Terms: **COVID-19, remote access, technology**

INTRODUCTION

Libraries are enhancing their presence in the media and digital platforms due to the confinement of the population. The closure of the physical spaces has not meant a total cessation of activity. It can be said that of the two lines of work carried out by libraries, only one has been closed (the physical one) and most of the efforts and resources are being focused on the other that remains (the digital one) can say the majority and not the totality because, even in a period of confinement, libraries continue to provide certain analog services and prepare for their return to uncertain normality.

Comment that the Internet has never been an enemy of libraries, but rather an ally. Nor have libraries shied away from new technologies and media, but rather have incorporated and adapted them to their day-to-day lives. Then there is their capacity for reinvention, imagination and evolution, which makes them, adapt and new digital services emerge. This entire sum has made, and not without the surprise of many, that libraries continue to offer a large number of resources and services through the Internet. But not only through the Internet, but they also try to be close to the groups most in need of libraries.

I am sure that everything that the library staff is doing from home, teleworking, will surprise you. From the lockdown time collage libraries continue working from homes to offer proposals for information, training and leisure, and of course, talking with users to maintain the community and feel connected to each other.

OBJECTIVES

Libraries' facilities and services during the COVID-19 pandemic using a variety of lenses:
• The types of amenities and services available to users.
• The manner in which services were disseminated over time.
• Anti-corona virus measures
• Introduction of ad hoc services

LITERATURE REVIEW

During the lock-down, many institutions organized webinars as well as FDP workshops, quizzes, training, and STC, among other online activities. When compared to other online events, the rising popularity of webinars indicates that they are the most attractive. There was no workshop, virtual meeting, or short-term course booked with the name 'Covid-19/Corona, Lockdown," save for one training session. The latest paper provides an overview of the Corona-Covid-19 virus, the lock-down period, and a collection of online/live academic/learning programs/activities provided by various universities,

colleges, and associations/institutions in India during the lockdown period that served as information sources to engage the students and teachers/faculties in their teaching, learning, and extension processes, with a focus on Library & Information Science online events. (Singh, 2021)

On November 23,2021 after a long break, the National Library in Kolkata reopened its doors to readers, albeit in small numbers. Only 40 individuals are allowed in the main reading room, which seats 400 people, and only if they have secured their seats online the day before.

The library was ultimately obliged to welcome senior residents in the last few days due to their demand. The 216-year-old library of the Asiatic Society of Mumbai was still closed to members and casual readers in the financial capital. Sorters and technicians began collecting inventory in March 2022. (Ayan, 2020)

Libraries, that were formerly havens of isolation where book lovers could read and borrow books at their pleasure and students could prepare for examinations in peace away from their bustling classroom and family life, are now experiencing the effects of Corona virus's quarantine. Many libraries in the National Capital Region were forced to close temporarily, while others were able to reopen after taking the necessary precautions. (*Libraries*, 2020)

The COVID-19 epidemic caused damage to the arts and cultural heritage sectors. By March 2020, the majority of cultural institutions throughout the world will have terminated (or substantially decreased) their services. Digital platforms were used to give alternative or extra services, to sustain vital activities with limited resources, and to chronicle the events themselves through new purchases. Many workers in the industry would lose contracts or employment, either permanent or temporary, with varying amounts of warning and financial assistance. It was projected that demand for in-person cultural events would revive, but at an unknown time and with the premise that other forms of experiences would be popular. (Wikipedia, 2021)

INTENDS TO ASSESS THE INDIAN GOVERNMENT

This research intends to assess the India's E-learning initiatives, particularly during COVID-19. In addition, we plan to accomplish the following goals:

1 Evaluate the Indian government's E-learning (online learning) actions in response to the COVID-19 epidemic.
2 Assess the reactions of students and teachers to E-learning programmes and technologies.
3 To look into the results of online teaching in Indian higher education institutions.

ADVANTAGES OF E-LEARNING

1 With the recent COVID-19 pandemic, universities and other educational institutions around the world are using E-learning (or online learning) activities to continue teaching activities or study from the library.
2 This is a strong indication that E-learning is becoming highly significant in the worldwide educational system.
3 E-learning offers an online or remote platform to help users prepare for their academics.
4 The most notable benefit of E-learning is the system's flexibility.
5 The system can be accessed at any time and from any location.
6 There is a significant cost and time reduction as compared to traditional schooling.
7 E-learning also has other benefits, such as convenience and accessibility, customization, outsourcing, cost-effectiveness, and staff dedication and motivation. In a similar vein, the following benefits of E-learning were listed: consistency, scalability, personalization, greater retention, and time and cost savings.

DISADVANTAGES OF E-LEARNING

Every day, more people seem to become interested in e-learning technology. However, these users experience various obstacles that hinder them from utilizing the benefits of E-learning and, as a result, cause some of them to abandon it. The incapacity of tutors and cohorts to debate course content and subject matter on a regular basis is a key flaw in E-learning. Credibility, technical concerns, computer literacy, time management, and self-motivation are some of the most basic E-learning challenges.

1. Integrity:

Everyone wants to get the most out of their time and energy, but that should not always be the case with e-learning platforms. People are skeptical about E-learning since the struggle isn't as evident as in regular classrooms or seminars/workshops. There are also some distinctions between online degree programmes achieved through E-learning and conventional education.

2. Technical issue:

Technical glitches stemming from the platform's equipment resources are referred to as technical glitches. The majority of e-learning platform users do not have the necessary technology to utilize remote services or library services. Platform portability, or the ability to access the platform from any device, as well as low internet service, unreliable power supplies, and hardware issues like a poor monitor display, might prevent users from reaping the full benefits of the platform.

3. Computer Literacy:

Even if the average learner in the twenty-first century is computer proficient, A lot of users, on the other hand, lack fundamental computer skills such as troubleshooting hardware failures, file management, and word processing. Even if the platform as a whole is performing correctly, users who lack the following abilities are more likely to cause the problem. Further, this may make it difficult for students to conform to the Learning Management System's architecture, making their learning experience difficult, and maybe preventing them from trying to catch up to their virtual peers.

4. Time Management:

E-learning necessitates self-discipline, which many students lack. The internet already provides a source of distraction. Students are easily distracted by advertisements on YouTube, Facebook, Twitter, and news websites. To avoid losing valuable study time, users should carefully monitor their internet usage. If a student lacks adequate discipline, he may fall behind his virtual classmates, leading to a desire to drop out of the course.

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LIMITATION OF THE STUDY

Various important actions Indian libraries are taking during lock down due to COVID-19 are a new in the field of Library Information Science. So, it is not easy to collect sufficient information about these concepts. In this article information was collected from websites and a few well-known journals. Thus, this study is not sufficient; there are many limitations in this paper.

The study's findings are based primarily on the information accessible on the day of the website investigation. Due to the transient nature of online information or resources is using the database/resources of the library through remote or any software. Some of them are free or paid versions. Activities and services that libraries are developing during the period of confinement

STRENGTHENING COMMUNICATION AND LIBRARY BRAND

1) Strengthen the digital presence of the library through the website, virtual platforms, mobile applications and social networks: inform, share and interact.
2) Promote reading and cultural entertainment. In addition to creating and expanding the community around the library.
3) Disseminate the Documentary and Cultural Heritage of the locality / institution.
4) Report the current situation of the library through the website and social and communication media (Facebook, Twitter, Instagram, ivoox, WhatsApp, Apps...). In addition to on the website of the City Council / dependent body.
5) Communicate through local and institutional radio and/or television current information about

the library, books and reading, and the services and activities available.

6) Take up pending issues that have to do with the information and communication of the library with its community: creation / modification of the web page, registration and/or reactivation of interaction in social networks, publication in blogs.

7) Document the current situation through memes, posters, texts, news and photographs of empty streets to build the memory of the neighborhood / locality.

DISSEMINATION AND ACCESS TO DIGITAL CONTENT PLATFORMS AND ELECTRONIC LENDING

1) Disseminate electronic lending platforms for books, audiobooks, newspapers, magazines, films, series, documentaries..., as well as other open access resources and digital/virtual resources (podcasts, digital books, sound stories, online databases).

2) Register new users of the library through email, web form and/or telephone.

3) Facilitate access to digital lending platforms for those people who are not registered with it, who do not remember their password or who are not users of the library, temporarily registering them.

4) Disseminate free content external to the library, such as e-book platforms, audiobooks, movies, online archives and digital libraries, audiovisual platforms, learning environments (self-training), circuses, museums, storytelling, radio stories...

CREATION OF HELP AND SUPPORT MATERIALS FOR THE LIBRARY COMMUNITY

1) Prepare guides for the use of digital library resources to encourage their use by users.

2) Share resources, materials and recommendations on research techniques, writing and development of critical thinking.

3) Literary recommendations, cultural content and participation of the library community

4) Recommend books, movies and other entertainment content, both for children and adults, through social media (Twitter, Facebook, Instagram, YouTube, blogs, WhatsApp...), the

website and the catalog (carousels and recommended bibliographies).

5) Do reviews of children's and adult books to spread them through social media. Also ask that it be the adult and child population who are encouraged to make and share them.

6) Ask library patrons to recommend books through social media posts, photos, or videos of you reading a passage.

7) Also ask them to send photographs of themselves reading at home, with their collection of books, with their favorite book, with the library book they were reading and that they cannot return. Also with some famous quote or some dedication, even making a bookface.

CREATION OF DIGITAL ACTIVITIES

1. Create, reinvent or readapt activities such as blind dates with electronic books, the cinema club, literary contests, chess tournaments and even escape rooms.

2. Create literary contests on social networks (haiku, guess books, short stories and poetry, reading cards), as well as crafts, photography, jokes and drawing contests.

3. Launch literary and bibliotrivial challenges to encourage online participation of the library community.

4. Betting on video, whether recorded or live (YouTube, Facebook and Instagram), for literary dramatizations and storytelling (also in English), exhibition tours, virtual reality visits (360 degrees), riddles, poetry recitals , shared readings, craft tutorials, training guides,

5. Arrange online meetings with authors and writers (interviews and book presentations) through social networks, videos and direct.

6. Create downloadable material to work on reading, but also with games, pastimes (word search, crossword puzzles) and coloring pictures.

7. Hold virtual reading clubs through digital platforms, social networks or WhatsApp.

8. Hold workshops and other activities virtually (gatherings in English, cooking workshops, writing, comics, bookmarks, on databases and digital platforms, bibliographic managers)

9. Make virtual exhibitions of interest.

10. Create online platforms: training, electronic book catalogues

11. Create a virtual literary street map in which recordings of neighbors reading poems by the authors who give their names to the streets of the city are compiled.

12. Conduct online training courses for both library staff and library users (in electronic resources, media literacy, information skills, fake news..).

INFORMATION HELPS SERVICE FOR CITIZENS, HEALTH PERSONNEL AND RESEARCHERS

1. Create a section on the library's website and be active on social networks to deny hoaxes, share truthful current news and disseminate reliable sources.

2. Implement a virtual local information service through the collection and dissemination of information, news and service channels.

3. Compile and share information on local initiatives to help the population (food collection, purchasing service for basic necessities).

4. Offer up-to-date, reliable and quality information to healthcare and research staff.

5. Share news of interest, such as aid or confinement, for unemployed people, self-employed (freelance), entrepreneurs and companies.

6. Support researchers, teaching staff and students with bibliographic references, searches for materials and content on digital platforms, access to databases, management of scientific publications.

RESOLUTION OF INFORMATIVE DOUBTS AND TECHNICAL INCIDENTS TO USE LIBRARY SERVICES

1. Resolve queries and individual incidents through email, chat, messenger and telephone.

2. Provide technical advice on the use of technological devices and access to digital resources.

3. Make meetings with users of the library and solve doubts through videoconferences (Facebook, Zoom, WhatsApp).

SUPPORT SERVICE FOR DISADVANTAGED GROUPS OR LIBRARY ORPHANS

1. Read books over the phone to the elderly, dependent or with reading difficulties. The telephone is even used to sing songs to them and, of course, to listen to them in these difficult and sometimes lonely times.

2. Stories by telephone aimed at children.

3. Take paper books from the library to the home of elderly people, dependent people or those who have been left without the possibility of reading. Either on foot, by bicycle or through Civil Protection.

4. Use the postal service to send books.

5. Offer computer and technological equipment to people who are in a vulnerable situation. Tablets, laptops, MiFi, e-book readers.

6. Easy online reading workshops and clubs for people with reading difficulties, both in the child and adult community.

7. Open the Wi-Fi network of the library (and other local public services) so that it can be used by citizens.

8. Photocopy school assignments and important documents to take to users' homes.

INTERNAL LIBRARY WORK (FACE-TO-FACE AND DIGITAL)

1. Cataloging pending materials, extending the deadlines for returning physical materials to the library, maintaining the library's catalog (purging, reviewing and normalizing records, as well as reviewing reader files) and retrospectively feeding databases. Data

2. Carry out administrative, contractual, accounting and budgetary tasks for the library, fill in library statistics, prepare material purchase lists and make a list of possible expurgations of obsolete resources, unused or in poor condition.

3. Carry out face-to-face expurgation tasks, as well as placing shelves and relocating collections.

4. Disinfect resources and areas of the library.

5. Prepare a protocol of action before the opening of the libraries.

COMMUNITY SUPPORT SERVICES AND SOCIAL MOTIVATION

1. Coordinate and create links with other libraries, local organizations and companies to promote the alliance of social, educational and cultural public services in favor of a united community.
2. Donate books and magazines to hospitals and senior centers.
3. Give away library books from donations in different municipal businesses: supermarkets, greengrocers, pharmacies.
4. Create sanitary material with the 3D printers of the libraries (protective visors and tubes for respirators).
5. Cession of library spaces and resources to other entities and health centres. Like, for example, 3D printers, furniture...
6. Be collection and supply centers for soap, disinfectants, water, handkerchiefs, masks or other resources.
7. Create playlists on Spotify to encourage and motivate the library community.
8. Send messages of normalcy, encouragement and support, both from library staff and local writers.
9. Congratulate users on their birthdays.
10. Ask the children's community in the library to draw pictures with messages of encouragement to distribute among those admitted to hospitals.

CONCLUSION

Due to the lockdown imposed by the COVID-19 pandemic, library services have changed. The library of a higher educational institute is willing to give services to all users. How the new tins were received by both users and library staff. Which significant factors aid in the study of all users? Even in this day and age, libraries have transformed into a continual learning factory. According to the findings of this study, libraries are developing as a new genre of knowledge centers capable of assisting the nation in settling into a new normal condition.

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