



Library service during Covid-19 pandemic situation: an evaluative study based on Jamini Roy College library for findings some challenges and opportunities.

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ABSTRACT

Library is a resource center from where information is served towards the students, teachers, researcher etc. college library play an important role in higher education system like college education system and University education system. But Present situation of library and librarian facing a great challenge. This situation arises prominently at the time of pandemic situation (covid-19, from 2019 to 2022). In this paper, I emphasize on technology needed for a college library in the rural place like Jamini Roy College. In this study I have tried to represent finding opportunities on the both library and its users for future development. The study has been done by Document research applied for making related and relevant literature review. Descriptive or survey method is used for investigating the current condition of Jamini Roy College library and what type of barrier facing by the librarian.

KEYWORD

College library services; Service in Covid-19 period; Digital library; Information communication technology; Library management software; virtual library; Library without wall

INTRODUCTION

Jamini Roy College was established in 1986 at Beliapore, Bankura. It was previously under the University of Burdwan. This college now affiliated to Bankura University. College is established in a rural place of Bankura. But so many notable persons glorify the land like eminent painter Jamini Roy. Jamini Roy College library fully automated library by SOUL 2.0 library automation software which is developed by

INFLIBNET. There are approximately 15500 books. Six periodical, 02 English newspaper and 03 Bengali newspaper, 04 magazine subscribed by the library. Beside this, INFLIBNET is also there which contains thousands of e-book and e-journals. Many other online facilities like DOAJ, NDLI are also available. All the catalogue of the documents can be search by WEBOPAC. The library now well decorated and under surveillance of CCTV. The library is equipped with highly fire sensitive automatic instruments.

Like other college library, Jamini Roy College Library also gives service which are mention below:

- ❖ Book issue return
- ❖ Journal service
- ❖ CAS- Current Awareness Service
- ❖ Previous year question paper service
- ❖ Reading room service
- ❖ Internet connected computer for searching Digital document
- ❖ Xerox facility (Limited Page)
- ❖ Carrier guidance
- ❖ Study circle with burning topic etc.

AIM AND OBJECTIVE OF THE STUDY:

1. To evaluate the library services of the Library.
2. To evaluate the online services during pandemic situation.
3. To study the technology, require for smooth functioning of the library.
4. To identify the technological issues faced by the Jamini Roy College.

LIMITATIONS:

1. **Library limitation:** The present study limited to Jamini Roy College Library only
2. **Time limitation of the study:** this study considered only pandemic situation (covid-19, from 2019 to 2022)
3. Survey research in the aspect of online services of the library

STATEMENT OF THE PROBLEM

Library service during Covid-19 pandemic situation: an evaluative study based on Jamini Roy College library for findings some challenges and opportunities.

LITERATURE REVIEW

Karsan (2020) in his study “Covid-19 Lockdown: Impact of global pandemic on education sector” discussed about more than 91 per cent students are out of school due to school closures in at least 188 countries to maintain social distance.

In the same time Dhawan (2020) told in his study “COVID-19: How smart classrooms are transforming India's education system” that smart class room will very helpful for quality education and remotely education.

Liman, Y.A. and others (2021) in the study entitled “Provision of library services during COVID-19 pandemic” discussed about information literacy, digital technology services at the time of pandemic situation.

Aggarwal (1955) told that Technological advancement had changed teaching –learning process from traditional system is very much necessary to enrich services of higher education

Sawant, Sarika (2021) in his research entitled “Services offered by Indian libraries during COVID-19” which was published in Annals of Library and Information Studies concluded that “Though Indian librarians faced infrastructural problems, by and large, the situation was handled pretty well during the pandemic. According to UGC’s new public notice (UGC, 202124) of blended learning, it was recommended to all higher education institutions in India to teach up to 40% syllabus of each course through online mode and remaining syllabus could be completed in offline mode. If online teaching is made compulsory, then demand for e-resources will increase. In this changing scenario, the librarian’s role as a facilitator will become even more magnified.”

In 21st century changed the role and attitude about services of libraries in higher education system in India should be updated and developed (Seemaparmar & Pateria, 2019).

Alsop , 2007 in their study told that Naturally, various typed changes coming in library professionals. Such as a teacher, administrator, organizer, counselor, materials consultant, knowledgeable reader, retrieval expert, gatekeepers, scholars etc.

If we focus on the other site, we can find another observation. Discuss in their study that the role of libraries in the emergency situation and formal and social role of academic librarian in pandemic situation (Deol & Brar, 2021).

Bhati & Mukherjee, 2020 had investigated and provided the information regarding the available various digital platforms for document delivery services and other services for user, especially during covid-19 pandemic period.

Martzoukou, 2021 in his study realized the need of digital skill development process in library management system during pandemic and post pandemic time

METHODOLOGY

Descriptive or survey method is used to investigate the Jamini Roy College library. Different types of documents and records analysis techniques used for data collection. Statistical tools used for data analysis and presentation of data.

CHALLENGES IN DIFFERENT SITUATION

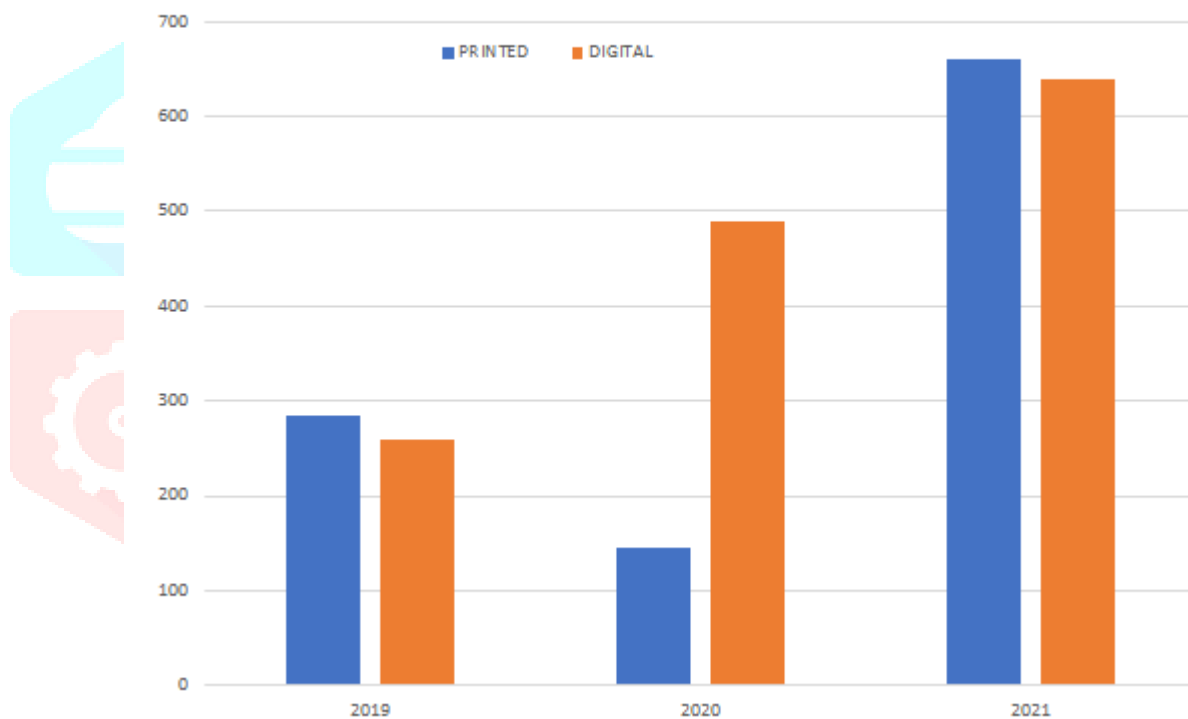
- a) After paradigm shift of education system and starting CBCS system one of the major problems is insufficient text book as per syllabus laid down. Our library was enriched as per Burdwan University Syllabus i.e. 1+1+1 patterns. But the library is not sufficient to cope up CBCS syllabus as laid down under Bankura university syllabus.
- b) Digital divide is one of the major issues in remote areas. Some people can access and use digital information but some people are not aware about this.
- c) In pandemic situation different types of online service systems enriched like NDLI, Directory of Open Access Books (DOAB), Bharat Padhe Online, Delhi University Library System (DULS), YUKTI Portal, ePGPathshala, Unacademy, Shodhganga etc. but to access in this remote area it is very big challenges because of ICT infrastructure and digital knowledge.
- d) Another problem is dissemination of information. In the rural area like Bankura district, maximum college libraries in this district serve printed documents. But in pandemic situation it is difficult to adopt with the digital environment. By the help of internet documents may be delivered through email, CD-ROM, another online platform, such as Google classroom, google meet, Zoom classroom etc.
- e) In pandemic situation, online platform is only one way for dissemination of information. But maximum college libraries do not gather sufficient electronic or digital content due to various types of barriers. In this point of view there is a need for digitization projects.
- f) In rural areas, networking is one of the issues for a librarian to communicate with students and teachers etc.
- g) Technophobia is also a phenomenon which is seen in rural areas.
- h)

DATA ANALYSIS

Data collect from the library from March 2019, 2021 and 2022 for this study.

Year	Use printed documents in number	Used digital documents in number
After pandemic (march-19 to December 2019)	285	260
2021	145	490
post pandemic situation (2022)	660	640

BAR DIAGRAM OF DOCUMENT USED IN JAMINI ROY COLLEGE



Bar diagram: Status of uses printed or digital material in pandemic situation

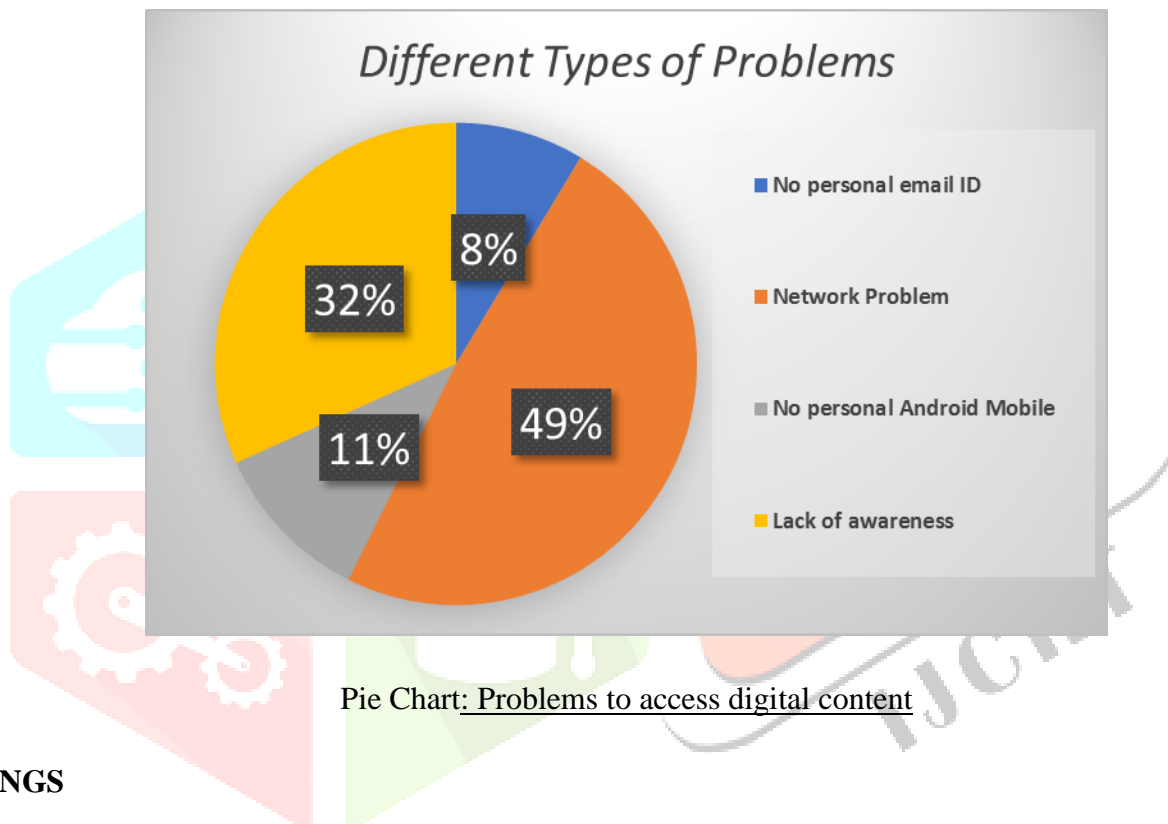
From the above table and diagram, we can find that the use of online services increases in spite of different barrier in the remote area.

As per the decision taken by library committee in April 2019, we have identified the student's needs by the help of student interaction with the help of subject teacher and their departmental WhatsApp group. after analyzing their need we are trying to convert some important document, needed document or some book page,

downloading some pdf document, pdf book, journal etc. But at that time, we face different type of problems. Which are given bellow.

We collected data from near about thousand students. And identified some major problems.

No personal email ID	Network Problem	No personal Android Mobile/ Laptop/ Desktop	Lack of awareness
101	568	127	370



Pie Chart: Problems to access digital content

FINDINGS

From the above figure and table, we can say that use of e resources and online services in the pandemic situation increased though there are many constrain in the remote area. After the pandemic situation the habit of use online services remains in good position.

Another finding about problems are near about 101 students have no personal email id, 568 students facing network problem, 127 students have no personal android set or personal laptop or desktop, 370 students have lack af awareness about digital platform out of 1000 students.

OPPERTUNITIES

Now the librarian has to play an important role as a cyberian, IT expert, liaison officer etc. Different type of digital platform, integrated library management software like KOHA, different type digital repository software has to implemented for smooth functioning library at any situation. For security purpose

Sl No.	Resource Name	Scope	Web address
01	NDLI (National Digital Library of India)	Educational Material for All Subject	https://ndl.iitkgp.ac.in/
02	Shoodhganga	Repository of Electronic Theses and Dissertation	https://shodhganaa.inflibnet.ac.in
03	NPTL Video Lecture	Subject Related Topic	https://www.nptelvideos.in/
04	DOAJ (Directory of Open Access Journals)	E journal & article	Doaj.org

CCTV, RFID technology also needed. Some open access e-resources are:

CONCLUSION

It is concluded after careful study that online services increases in spite of different barrier in the remote area of Beliatore, Bankura. There are so many issues like 101 students have no personal email id, 568 students facing network problem, 127 students have no personal android set or personal laptop or desktop, 370 students have lack of awareness about digital platform out of 1000 students. So it is need upgradation of ICT infrastructure at college level and organize orientation program in college campus about digital resource awareness which reduce the digital divide.

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