

Awareness and Use of Transforming Library Services among Students during COVID-19 Pandemic Situation in College Libraries in Konkan Region Maharashtra

Milin B. Bhongle¹; Dr. Ravikant N. Mahindkar²

Librarian, Abhinav College of Arts, Commerce & Science, Bhayandar (E). Dist- Thane¹;
Librarian, Shri R.R. Lahoti Science College, Morshi. Dist- Amravati, Maharashtra, India²

ABSTRACT

A library is an integral component of any efficient educational institution. It plays a pivotal role in the improvement of the organisation. The study evaluates detail the level of awareness and use of library services and sources among the students during COVID-19 pandemic situation. It examines the extent and transformation of library services during COVID-19 pandemic situation to bridge the gap between students and libraries due to restricted physical contact in college libraries in the Konkan region. In this study, 533 library users were selected using the stratified random sampling technique. The findings revealed that most students were aware of and used traditional library services. They are also aware of and use transformed library services during COVID-19 pandemic situation. Students were averagely satisfied with the existing library services and resources.

KEYWORDS: COVID -19, Pandemic, Web OPAC, Institutional Repository, E-resources, EPG-Pathshala , N-LIST, Swayam Prabha, DelNet, NPTEL.

INTRODUCTION

Information and communication technology play an important role in academic library services and information delivery. The impact of communication technology is significantly recognised in delivering of virtual library services.

The impact of pandemic COVID-19 is affected on each and every sector around the world. Especially the education sector is badly affected by this pandemic, in that situation, the union government declared a lockdown to break the chain of spreading the COVID-19 virus. All public sectors were affected and started working from home. Educational institutes also engaged in online lectures and examinations. The libraries cannot afford to close down their formal duties of providing information to students. During the situation of lockdown, the libraries continuously

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provided library services to library users with the support of available recent information communication technology and e-resources. Digital library services have been developed and enhanced for the years but the recent COVID-19 pandemic has made many users aware of these services for the first time. Especially, because of the closure of libraries, during the pandemic, additional efforts have been made to promote digital libraries and their services, as clearly visible and active libraries in the Konkan region. Students also responded to use transformation of library services during COVID-19 pandemic situation.

REVIEW OF LITERATURE

Abubakar, M. K. (2020). This paper has presented a broad exposition “Implementation and use of virtual reference services in academic libraries during and post COVID-19 pandemic: A necessity for developing countries”. This study presents an extensive synthesis of literature on VRS from different electronic databases, including Ebsco Host, Elsevier, Emerald, Google Scholar, JSTOR, Science Direct and Taylor & Francis Online. Consequently, four commonly used VRS communication technologies that can help ease the impact of COVID-19 pandemic in meeting library user’s information needs are presented. The main objective of this paper is to present an exposition of virtual reference services implementation and use in academic libraries in developing countries.

Bharathkumar, V., Sangeetha, M. (2021). Virtual reference service through wiki: An effective tool for librarians in Covid-19 pandemic scenario. This paper reveals the responsibility of the library professionals in present world which is severely affected by COVID-19 pandemic. This paper explains how to serve students and the role of Librarians in COVID-19 pandemic situation. Also briefly explains how library professionals can provide effective virtual reference service to user community by using Media Wiki software and open access information sources. Wagwu, Victor., Obuezie,

Adaora C. (2021). In a research paper “Social media information and role of librarians amid covid-19 pandemic: A Nigerian perspective”. This study explored the influence of social media on the fight against the COVID-19 pandemic in Nigeria. The study employed a survey research design. The objectives of the study are enumerated. This study determine how COVID-19 pandemic information is disseminated through social media in Nigeria, Also determine the issues associated with social media misinformation on COVID-19 pandemic in Nigeria and determine the role of Librarian played amid the COVID-19 pandemic in Nigeria. Stratified random sampling technique was used to select 252 female and 92 male librarians for the study. Findings indicate that Facebook and WhatsApp were the social Medias frequently utilized by Librarians in Nigeria for retrieving and disseminating information on COVID-19.

OBJECTIVE

- ✓ To study the awareness of library services among students in college libraries in Konkan region.
- ✓ To study the use of transforming library services during COVID-19 pandemic situation.
- ✓ To find out the use of various e-resources among students during COVID-19 crisis.
- ✓ To know the level of satisfaction among students with changing library services during COVID-19 pandemic situation.

HYPOTHESIS

- There is a significant change in college library services during and after COVID-19 pandemic situation.
- College libraries have adopted new technologies for the preservation and dissemination of information during a pandemic situation.
- College libraries have provided various types of E-resources during COVID-19 lockdown.
- The use of ICT technology in college libraries during and after the pandemic situation is expanded.

SCOPE OF THE STUDY

The present study is confined to a survey of traditional (Arts, Commerce and Science) aided undergraduate college libraries in the Konkan region. The study area of the Konkan division comprises seven districts namely Mumbai City, Mumbai Suburban, Thane, Palghar, Raigarh, Ratnagiri and Sindudurg. A total of 150 + aided undergraduate colleges are in the Konkan region.

METHODOLOGY

This study used a questionnaire-based survey method, the primary data for this study was collected through a structured questionnaire. A questionnaire was distributed via Google Form to collect data for the study. A random sample of 600 students was taken out of these 533 (88.83%) students who completely responded. The data were analysed using simple frequency counts and percentages.

DATA ANALYSIS

Table 1: shows the faculty and class-wise received number of respondents

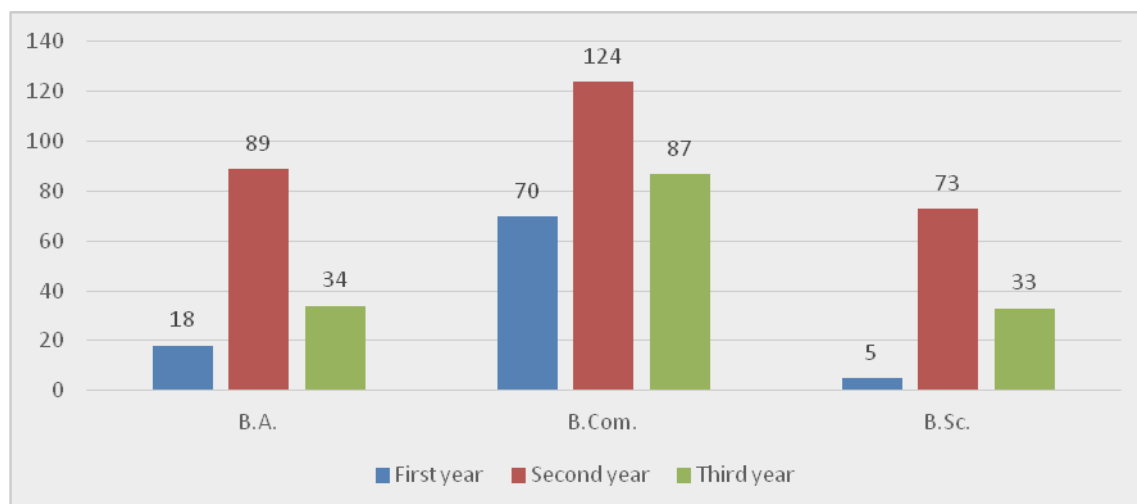


Table 1 presents the rate of faculty and class-wise responses received. (141)26.45% faculty from B.A., (281)52.72% from B. Com. and (111)20.82% from B.Sc. faculty. Class-wise collected responses of 93(17.44) from the first year (286)53.65% from the second year and (154)28.89 from the third year all B.A, B.Com. & B.Sc. faculty. Maximum responses received from second-year students (286)53.65% who suffered in a pandemic situation.

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Table 2: shows the frequency of students' visits to the library in percentages

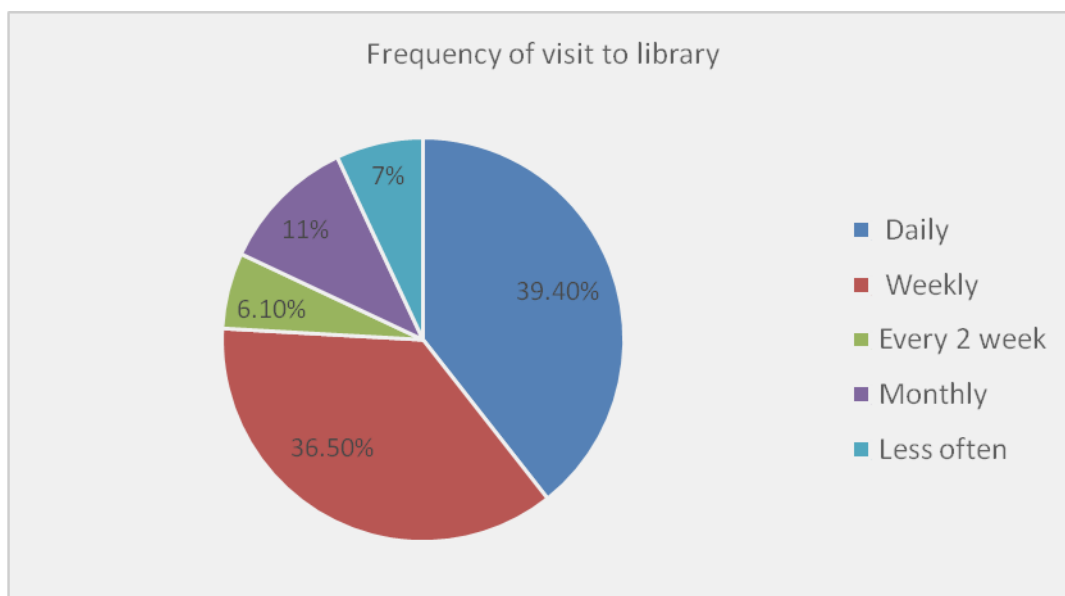


Table 2 represents the frequency of visiting the library by students for various reasons. Maximum users i.e. (207)39.4% use the library on daily basis followed by (192) 36.5% of students who used in a week. (32)6.1% students visits to library every two weeks. It is also observed that only (58)11% of students visit monthly and (37)7% of users less often visited the library

Table.3: shows the awareness of students about library services in percentages.

Sr. No.	Library Services	No. of responses	Percentages
1	Book –Bank Services	254	43.30
2	Circulation service	177	33.70
3	Newspaper reading service	175	33.30
4	Reference services	155	29.50
5	Ask a Librarian	137	26
6	Previous question papers	109	20.70
7	Library orientation	101	19.20
8	Web-OPAC	62	11.80
9	Periodical Service	60	11.40
10	Reprographic service(Xerox)	43	8.20
11	Institutional repository (IR)	43	8.20
12	Inter library loan service	24	4.60

Table.3 represents to know the awareness of library services. It is seen that 43.30% of students were aware of the Book-Bank service. 33.70% of students were aware of the circulation service whereas 33.33% of students responded regarding the newspaper service. 26.50% of students are aware of the reference service and 26% of students are aware about Ask a Librarian service. 20.70% of students responded using the previous question paper service. A few

services i.e. library orientation, Web-OPAC, Periodical Service, Reprographic service (Xerox), Institutional Repository (IR) and Inter library loan services received below 20% responses.

Table 4: Shows the students know about the transformed library services in percentages

Sr. No.	Library Services	Response in number	%	Rank
1	E-Books	282	53.60	1
2	E-Journals	120	22.80	3
3	Audio books	73	13.90	10
4	e-newspapers	102	19.40	4
5	Thesis repository	36	6.80	14
6	Institutional repository (online previous question papers and syllabus)	54	10.30	13
7	E-mails and SMS alerts	73	13.90	11
8	Mobile App	140	26.60	2
9	Full-text database	28	5.30	17
10	Multimedia production	19	3.60	19
11	Video lectures	78	14.80	7
12	Online library orientation	72	13.70	12
13	Hands-on training	19	3.60	20
14	Ask a Librarian	74	14.10	9
15	Library helpline	78	14.80	8
16	Access to library space and equipment	35	6.70	15
17	Remote services	20	3.80	18
18	Library website	99	18.80	5
19	Organize virtual events	30	5.70	16
20	COVID-19 alerts	79	15	6

Table 4 presents the level of student know and use transformation library services during the COVID-19 pandemic situation to bridge the gap in contacting users. Students who mostly used E-books had a top rank in addition to services in the study with 53.60%. The mobile application has the second highest rank with 26.60%. An e-journal has the third highest rank with 22.80%. Students knew and used 19.40% of e-newspaper services with the highest fourth rank and 18.80% of respondents used library websites with the highest fifth rank. COVID-19 alerts service is used by 15% of users with the sixth highest rank. The video lecture service responded with 14.80% of the user on the seventh rank, the library helpline used 14.80% of respondents on eight highest rank, and Ask a Librarian 14.10% on the ninth highest rank. 13.90% of respondents responded to audio books with the tenth rank and 13.90% responded to e-mail and SMS alerts by users with the eleventh rank. An online library orientation is on the highest twelve ranks with 13.70% and IR services are used by 10.30% of students with the highest rank of thirteen. Hands-on training, multimedia production, remote services, databases, video events, access to library space and equipment and thesis repository responses are on the lowest rank.

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Table 5: shows e-resources used during COVID-19 pandemic in percentage with the rank

Sr. No.	Services	Responses in Number	%	Rank
1	NDIL	76	14.40	6
2	EPG Pathshala	27	5.10	13
3	N-LIST	97	18.40	4
4	Del Net	50	9.50	8
5	Internet Archives	116	22.10	3
6	World Digital Library	94	17.90	5
7	Hathi Trust	21	40.00	15
8	Open Library	160	30.40	1
9	Project Gutenberg	31	5.90	11
10	Shodhganga	33	6.30	10
11	Shodhgangothri	27	5.10	14
12	E-textbooks	146	27.80	2
13	Swayam Prabha	30	5.70	12
14	Swayam Online Courses	59	11.20	7
15	NPTEL Video Lectures	38	7.20	9
16	Others	4	4.60	16

Table 5 represents various types of e-resources used by students during COVID-19 crisis. It is seen that the Open Library is used by 30.40% of users, and e-textbooks were used by 27.80% of users. Internet Archive, N-LIST, World Digital Library, NDIL, Swayam, Del Net, NPTEL Video lectures and Shodhganga e-resources are used by students with the highest rank. Project Gutenberg, Swayam Prabha, EPG-pathshala, Shodhgangothri, Hathi Trust and others were used by students with the lowest rank.

Table 6 shows the percentage-wise responses to the working nature of the library.

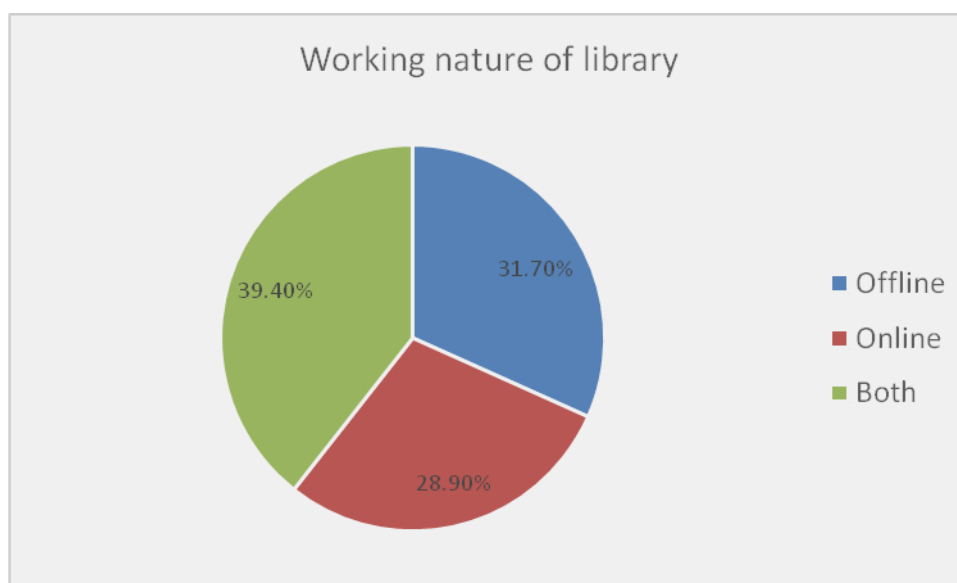


Table 6 represents the responses of users to the working nature of the library during and after COVID-19 pandemic situation. Maximum users i.e. (207) 39.40% to suggested both. (167) 31.70% of users suggested offline and (152)

28.90% of users suggested online. It is observed that most of the students preferred the both, offline and online working nature of the library.

Table 7: shows the level of satisfaction with changing library services in percentages.

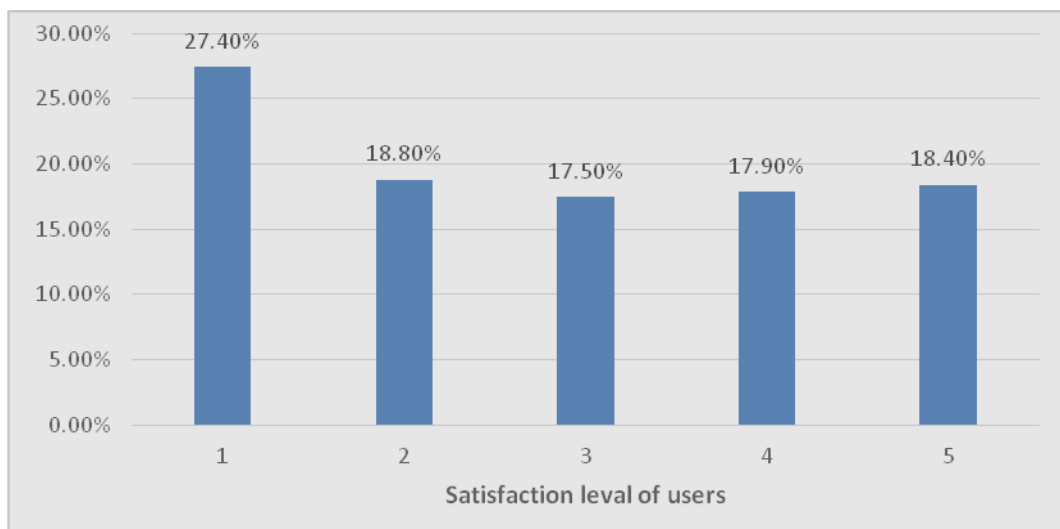


Table 7 presents the level of satisfaction of users with the transformation of library services during COVID-19 pandemic situation. Satisfaction level 1 is less satisfied and level 5 is mostly satisfied. It is seen that the Mean of responses is 2.81 and the standard deviation is 2.23. It is crystal clear that users' satisfaction level is average during COVID-19 pandemic situation.

CONCLUSION

The findings of this study suggest that students are aware of and use library services. They are also aware and use transformed library services during COVID-19 pandemic situation like offline to online to bridge the gap between students and libraries due to restricted physical contacts. Students are aware and use library E-resources i.e. full text databases, E-textbooks, E-journals, N-LIST and other open resources like world digital library, NDIL. Most students suggest both (offline and online) modes of working nature of the library. Students are averagely satisfied with library services provided during COVID-19 pandemic situation.

RECOMMENDATION

1. Library professionals need to improve awareness and use of library services among students, i.e., Web OPAC, Institutional Repository service, Periodical service, Reprographic service and Inter library loan service.
2. There is a need to improve awareness and use of various types of E-resources among students, i.e., DelNet, NPTELs video lectures, Shodhganga, Project Gutenberg, Swayam Prabha DTH channels, EPG-Pathshala, Shodhgangotri and Hathi Trust.
3. There is a need to promote both offline and online resources in the library.
4. To improve the awareness and use of library services among the students, organise an orientation session, a library tour, demonstrated videos, reader groups, etc.

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