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Public Libraries Revolutionizing and Empowering Societies During the Covid 19 Pandemic Period : With Special Reference to Valapattanam GP Library, Kerala

Matty Balagopal
mattybalagopal100@gmail.com

Viijesh Vijayan
RCSS, vijeshlib1985@gmail.com

Joseph M K
RCSS, emkay2001@gmail.com

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Matty Balagopal,
Former Librarian, Bhavans College of Arts & Commerce,
Kerala, India
Email : mattybalagopal100@gmail.com

Vijesh Vijayan,
Librarian, Rajagiri College of Social Sciences,
Kerala, India
Email : vijeshlib1985@gmail.com

Joseph M K,
Associate Professor, Rajagiri College of Social Sciences,
Keraala, India
Email : emkay2001@gmail.com

Abstract

The study throws light to the innovative and transformational methods adopted by public libraries to respond towards the community needs and up holds its social responsibilities with its users during the COVID 19 pandemic period. Valapatanam GP Library is the best example of public libraries which defeat Covid 19 with the application of powerful and renovated technology tools for community support and satisfaction through un interpreted connection with the users. It adopted various new tactics to overcome the pandemic difficulties and keep the users stay with the world of knowledge and recreation. The role of VPGP library limited not only to an information provider and academic supporter but also the library activities magnified the intellectual advancement, creativity, social commitment, personal growth, technical and digital knowledge intensification etc of its clientele especially the youth. The over heading part of technology implementation in user services is heigh lighted in the article. The redesigned and redefined activities strengthened the user participation in social service leads path ways to defeat the lockdown related stress and loneliness which modified the traditional concepts, methods and theories of library service. Survey method is adopted for conducting the study. Target population consists of library users from different categories of society. Data analysis reflects the wondering results and effects of public library activities to general public during the pandemic situation.

Keywords

Public Library, Society Empowerment, Renovated activities, Social Responsibility, Pandemic related activities.

1.Introduction

Public libraries are the focal point of information gathering, preservation, processing and dissemination. It serves its clientele to acquire wisdom for personal enrichment. Physical

visits of the users are common in all libraries to find the apt document which satisfies their informational and recreational needs. The doors of libraries are wide open and its acts as the meeting place for different segments of users. The outbreak of Covid 19 shifted the entire situation. The knowledge hubs are disserted off by Lock Down and other restrictions implemented by the government authorities. The sudden change in the environment effected the functional patterns of libraries. As a community service provider, public libraries all on a sudden equipped to compete with the changing scenario. To avoid crowding and gathering inside library, libraries began to depend more on digital services. They're organized their services and activities which prioritized to compete with COVID 19 pandemic environment.

2.Literature Review

Joseph R. Matthews (2020) observed that Public libraries are, in fact, one of the last free spaces where vulnerable people can search for computers, internet access, daytime shelter from the streets and many other services libraries provides. People in the public library share everything they have, including books, magazines, computers, furniture and restrooms, which makes it difficult to keep a social distance when libraries are reopened. He also said that most public libraries are funded through local government funding and that Covid closures in many countries could affect budget cuts on library revenue sources and adversely affect library functioning.

Sara Jones (2020) In their study compares the impact on libraries and library services of the COVID-19 pandemic with past economic crises.. He emphasize that the COVID-19 crisis continues to evolve and change, there are several clear pathways. Seeking a library that can leverage the people, places, and platform value propositions. They can often overlap each other, but if you focus on the basic role, This framework for library services helps you to think.

3.Objectives

To make an investigation   about the different services provided by the Valapattanam Grama Panchayath library to its clientele during the pandemic period.

To study library initiatives through electronic medium to stay connected with users which helps to   manage the pandemic situations.

To learn the role of VPGP library in intellectual advancement, personal development, individual gains and educational support of the clientele during the pandemic period.

To monitor the library contributions to overcome lockdown miserable through the digital platform "Creative Home, Defeat Covid".

To understand VPGP library's significance in social support and community activities during the pandemic period.

To identify the importance of VPGP library's digital activities which enhanced the technical knowledge and practical skills of the clientele.

4.Methodology

The study follows quantitative research methods for data collection and analysis. Survey method was adopted for data collection. Primary data collection tools are questionnaire and

interview Well-structured questionnaire was distributed among the respondents and their responses were collected back. Both print and digital copies of the questionnaire were distributed among the respondents depending up on their capabilities and facilities for accessing the questionnaire. For analysing the collected data, simple percentage method was used. For visualizing the data analysis results tables and graphs were employed. Secondary data collection executed with the help of published articles, websites information's, annual reports, Face Book Pages, electronic documents etc. An exclusive interview with Valapattam Grama Panchayath Librarian reveals worthy information's related with library functions and activities. Personal interviews were organized with selected library clientele and beneficiaries. The final research reports high lights the conclusions, findings and suggestions. The target population under this study comprised the library users of Valapattanam Grama Panchayath Library.

5.Problems Encountered by Public Libraries During Pandemic Period and Remodelling of Library Function to Incorporate with   Challenges of Pandemic Period

Public libraries   can be considered as the centre of education, social support, empowerment, recreation, sharing of knowledge and much more. Libraries are the information providers of world. It is the repository of knowledge and intellectual power. The physical space of libraries are the connecting place of various cultures, genders, age groups, educational levels, professional sections and intellectual groups etc. Common people share the public library space for recreation, new idea production, group activities, knowledge communication etc. Libraries are relentlessly moving towards progress and new dimensions of service patterns. There are many leads roles played by public libraries for user support. All on a sudden the pandemic situation created a reverse in library actions.

5.1 Major Obstacles Faced by Public Libraries

The major income source of public libraries are government funds and member ship fee from library users. Libraries lacks government funds because of reduction in government revenue collection caused by the pandemic situation. New member ship and renewal of old membership suffered hindrance due to the shutting down of public library doors to users. Fine collection and late fee collections are completely stopped. Donations from various sources financially helped the public libraries. All these incomes suffered serious setback and ultimately leads to financial crisis to libraries.

Libraries mission as giving unlimited and un interpreted access to its resources. But the pandemic situation produced limited access or access denials of library resources considered to be the major attack towards the functioning of libraries. Most of the libraries physical services to the users denied or restricted, like access of computers and internet in digital library, reading and reference room services, periodical and journal section usage, circulation of documents, discussion rooms usage etc are temporarily prohibited.

There occurs a hindrance in Circulation Activities. The main functions of public libraries are the issue and return of different types of documents. It includes documents of recreational value and academic value. For leisure reading most of the users depends up on public libraries and the libraries acts as a venue for meeting place of regular visitors. The pandemic situation made the stock as a dead collection.

5.2 Measures to Conquer the Pandemic Situation

By the beginning of march 2020 most of the libraries closed their doors to the users. There occurs considerable change in the working patterns of most of libraries. In the beginning stage most of the libraries completely dismiss all their services because of the spread of the disease as library functions needs physical contact more. But in due course of time, libraries on listening to health authorities and governments guide lines to offer library services even in limited ratio.

The libraries around the world faced hard times during the pandemic period. The lockdown restrictions caused adversely the routine of library services. As a public service organization, public libraries can't suspend all its activities. So, the libraries and library staff begin to choose service methods which stand apart from traditional models. Such new paths paved the way to dynamic and re modelled services and activities which opens a new digital world of actions and reactions. Library users learned new techniques and tactics to follow the library activities. The mental depressions during lockdown periods was the main issue faced by the clientele which was reduced by the library activities. The users as well as the non-users becomes more attractive towards the public libraries. The "Knowledge Hub" becomes "Creative Nucleus" of many people especially for the youth.

Libraries moved towards redefined works, to satisfy the user needs. Concentration diverted to digital medium in order to keep in touch with the users. Digital communication methods are adopted to interact with users and library staff and users among themselves. Bigger attention given to the preventive measures for the spread of disease and concentration on hygiene, health and safety measures. Future activities are remodelled to overcome the pandemic situation. Limited Circulation works started for prior orders received from users of emergency nature. Certain activities are completely shifted to digital medium like talks with eminent personalities, children's story narration etc. Library sanitations works are conducting regular basis owing to security measures. For retuning books, boxes are kept in selected places and users can drop the books in it and library staff should collect it from there and sanitation of the documents are carefully done before it placed on shelves or respective positions. There occurs a paradigm shift to digital services. On line reference services were utilized by more and more users. Space allocation of seats between rearranged   to avoid physical contact. Extend community support to overcome the pandemic crisis. Training was given to library staff to deal with new communication channels and support system to clientele. Mentoring given to needed ones to cross the difficult situation.

Library documents received through couriers and speed post are kept exposed under sunlight for five to six hours. Computers kept for common use like searching the OPAC and browsing the internet are sanitized at regular intervals. Masks and gloves made compulsory for those who entered the library. The entry restricted to limited persons at a time. The time allotted to each users are also restricted to minimum depending to their personal need. Library visitors should use their on pen to write on the registers and to make the signatures if needed.

5.3 Remodelling of Library Functions

Majority of the users prefer physical visit to libraries in order to satisfy their information needs. The changing environment prohibited the entry of users to library. The main question confronted by library staff to re construct the entire working patterns of library. They mainly concerned with the question, "How provide an un interpreted and top-quality service without creating much trouble to the clientele? "

Even though libraries made more concentration on digital resources and services, there arouse the problem of digital illiterates and poor or lack of internet connections. This category of library patrons are un able to access the provided services. Library staff formed different WhatsApp groups and deliver instructions and trainings to such users for handling electronic communication mediums and get benefited from it. Lack of personal electronic devices like smart phones, laptops made the situation more difficult. Public access devices are set up in selected points at free of cost, strictly following the COVID 19 protocols.

The paradigm shift from paper to digital raised the need of skill development of library users particularly digital skills. Skill nourishment is crucial to share technology-based services. Library Staff delivered training to its clientele to use digital information resources effectively. Use of social media also patronized. Library choose Face Book as the concrete medium for communication. Live and recorded activities used to telecast through face book. Most of the libraries up dated their websites and latest notifications and information's are shared through it. These information's not only limited to knowledge delivery but extended latest update related to COVID spread, preventative measures, health and hygiene tips etc.

5.4 Positive Responses of Public Libraries towards the Pandemic Situation

The lock down and related incidents produced certain value-added service patterns in public library working models. libraries widened its service to entire community advancement. The outreach activities escalate the society expectations on libraries. The importance of library extension services reached a new dimension during this period. Off line activities cached the attention of even the non-users of libraries. Libraries engaged community welfare, motivational and awareness duties. Some of the libraries converted its space for COVID first line treatment centres. Distribution of meals for migrant labourers and needy people high lightened the glory of renovated library service models.

Social commitment of libraries widened. Libraries becomes the collection and distribution point of health and hygiene materials. Sanitizers, masks, gloves, soaps etc were collected from various sources and distributed to health care workers, law and order implementing personalities, volunteers, staff of essential materials transportation vehicles etc at free of cost. The outreach activities were coordinated not only from libraries but the staff operated it from their homes and efficiently coordinated the works.

Libraries migrated to on line platforms for exploring the services. Children's programme started as a beginning and its wide acceptance resulted in implementing more programmes for ladies, professionals, students etc. Libraries purchased more digital resources and extend the access of existing resources to more users. Negotiations with Digital resource vendors going on and subscription of new items are encouraged for more benefit of user community.

The use of digital resources doubled. Many on line training programmes were conducted to better abstraction of digital contents. Organization of Webinars becomes a common phenomenon to educate the people in various subjects and topics. The working environment of libraries shifted to digital platforms which enable to extract the digital skills of library staff and there by adding the professional capabilities which turned the libraries as high-quality service providers. The collection development policy takes a diversion towards e journals and ebooks and other electronics documents. Remote access of all kinds of electronic documents are benefited by students, research scholars, professional etc.

6.Valapattanam Grama Panchayath Library: A Success Story of Public Library 's War Against Covid 19 Pandemic Situation

Library General History -The year 1950 November 5th VPGP library started its   journey. On that day T M Ramaswmy, the Deputy Director of Local Boards and Municipal Council, Coimbatore sanctioned Rs. 400 for starting a library under Valapattanam Grama Panchayat. That small beginning leads to surprising results as the library becomes the focal point of all cultural and social activities of the local place. It is an A Grade library which granted   with full time librarian's service. Library committee consists librarian, the heads of library functional groups, grama panchayath administrative members, the eminent persons from different walks of society, youth members etc. Library advanced in technical implementations with KOHA software for library automation, net worked computers, printer, scanner, projector, tele vision, centralized UPS system etc.

Library is having different sections like general section, reading room, reference section, children's section, agricultural corner, gender studies section, documentation wing, class room, mini theatre, general purpose hall etc. Dewey Decimal scheme is following for the Classification of documents. Currently Library shifted to well-equipped new building.

6.1. Few Notable Activities of Valapattanam Grama Panchayath Library During the Pandemic Period

Valapattanam Grama Panchayath Library pioneering the reformative activities public libraries in Kerala. The aim of VPGP library is to multiply intellectual calibres of every individual through different programmes and activities planned for the user community. VPGP library paid special attention to children because the future of every nation rest on its youth. During the pandemic period children suffered lot because of the closer of educational institutions and other public gathering places. Children are away from group recreation and social gatherings. They are chained in digital world. Through digital medium the entire academic process are going on.   In such a period library determines to utilize the endless opportunities of digital medium to stay connect with its young generation. Library formulate WhatsApp Group for delivering various activities. VPGP library's You Tube Channel becomes popular among the viewers. Both these two mediums become the strong weapons to fight against the pandemic period loneliness and depression. Children eagerly awaiting for Library's programmes and participation in such programmes which inspire their creativity . Library's ventures expertise the users to handle the digital devices like smart phones, laptops, tablets etc. Digital interactions accelerated the connectivity among youth irrespective of boards of states as well as countries.

Library switch its work space to digital world. The note able digital drive of VPGP Library during the   lock down period was the formation of virtual space known as   " Creative Home – Defeat COVID". The main aim behind this platform is to utilize the time, ideas, productivity, talents etc of the children in right way. Children are divided into seven groups and connected with Whatapp groups. Each group consists of more than fifty children and were assigned by innovative tasks. An elder person leads each group and controls the activities. Experts from various fields monitor their works and provide suggestions to improve their talents. Different art and craft works were created by children are showcases in the digital space. Story telling, Story creation, poetry making, Origami , poster design etc are some of the works done by our youngsters. Blog creation is taken as the main agenda for

next round activities. This digital initiative produced wonders among the children who were locked in homes because of the restriction implemented by the Government to stop the spread of the disease COVID -19.

The 70th Birth Anniversary of VPGP Library was celebrated with vigour and enthusiasm. Many activities were organized to make this occasion rememberable. On Line Children's Exchange programme bags wide appreciation among the viewers. Children from three famous libraries ie, Valapattanam Grama Panchayath Library, Kerala, District Central Library, Tiruvannamali Tamil Nadu and TS Central State Library Chandigarh actively engaged in the programme. " Festivals of India" was the topic for discussion. VPGP Library's Children's Day celebration was filled Colours to the Dreams of children. "World Needs More Humanitarian Hero's" – this is the Slogan of the Children's Day. The programme planned to encourage "Writing, Drawing, Telling" skills of children. Written Competition also organized on the topic " When I becomes the Panchayath President".

Another mile stone in VPGP Library in its modernized service was the Radio Telecasting programme conducted by children group of library users. The programme was named after " Kutti Radio " which means the radio programme by youth wing of library. The radio partners were Radio Malayalam and Valapattanam Grama Panchyath Library and it was telecasted on 17th November to 23rd November 2020. Library its continues its journey towards the formation of better society through informative session with famous people, webinars, live interactions etc.

7.Data Analysis and Interpretation

In order to under stand the opinion regarding the various activities during the pandemic period the researchers conducted a survey among the users of the library. A total number of 600 questionnaire were distributed among the respondents which consists of hard and soft copies of questionnaire. The researchers received 564 responses, among which 552 are used for analysis of data.

Table 1. Demographic Details

Respondents	Frequency	Percentage
Students	184	33.33
Professionals	98	17.7
Unemployed	72	13.0
Ordinary Users	114	20.6
Senior Citizens	84	15.2

Table 1 shows the demographic details of the respondents. Majority of the respondents are students (33.33 %). Ordinary users comes to the second place. Professionals occupied 17.7 % of the entire population. 15.2 % are the senior citizens and the smallest segment of respondents consists of Unemployed people 13.0 %).
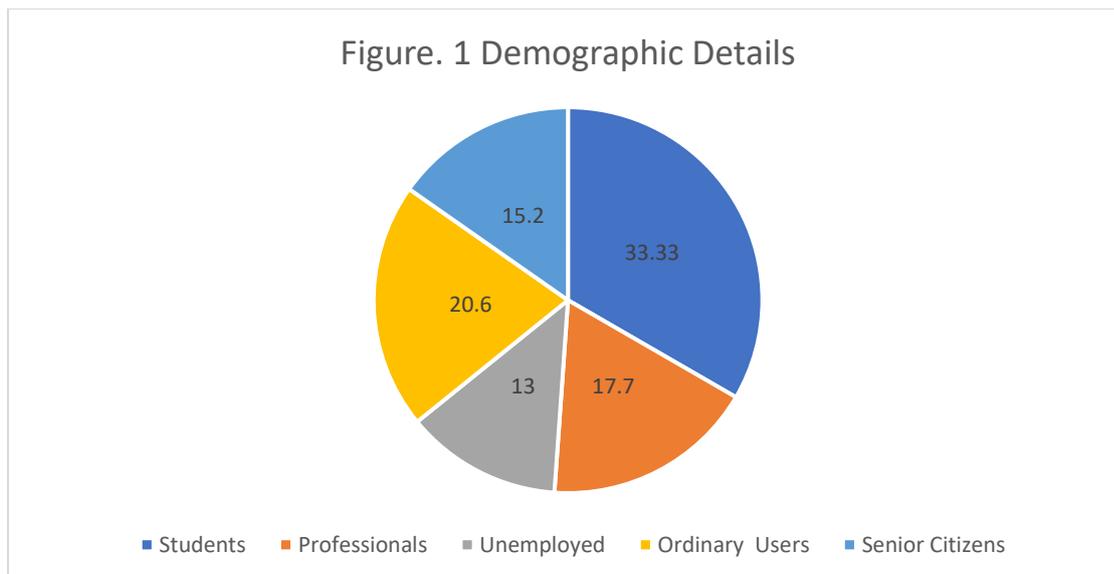
Figure. 1 Demographic Details

Table 2. The Most Popular Service Of VPGP Library During The Pandemic Period

Library Services	Frequency	Percentage
Door delivery of books	118	21.37
Remote access of electronic resources	88	15.94
Digital reference services	63	11.41
Library social activities	283	51.26

Full-fledged library function can't be possible during the pandemic period. Among the limited services of VPGP library, respondents choose library social activities as the most popular one (51.26 %). 21.37 % respondents opted Door delivery of books as the popular service during the pandemic time. Remote access of electronic resources were selected as the popular service by 15.94 % users. 11.41 % respondents preferred digital reference service as their favourite library service.
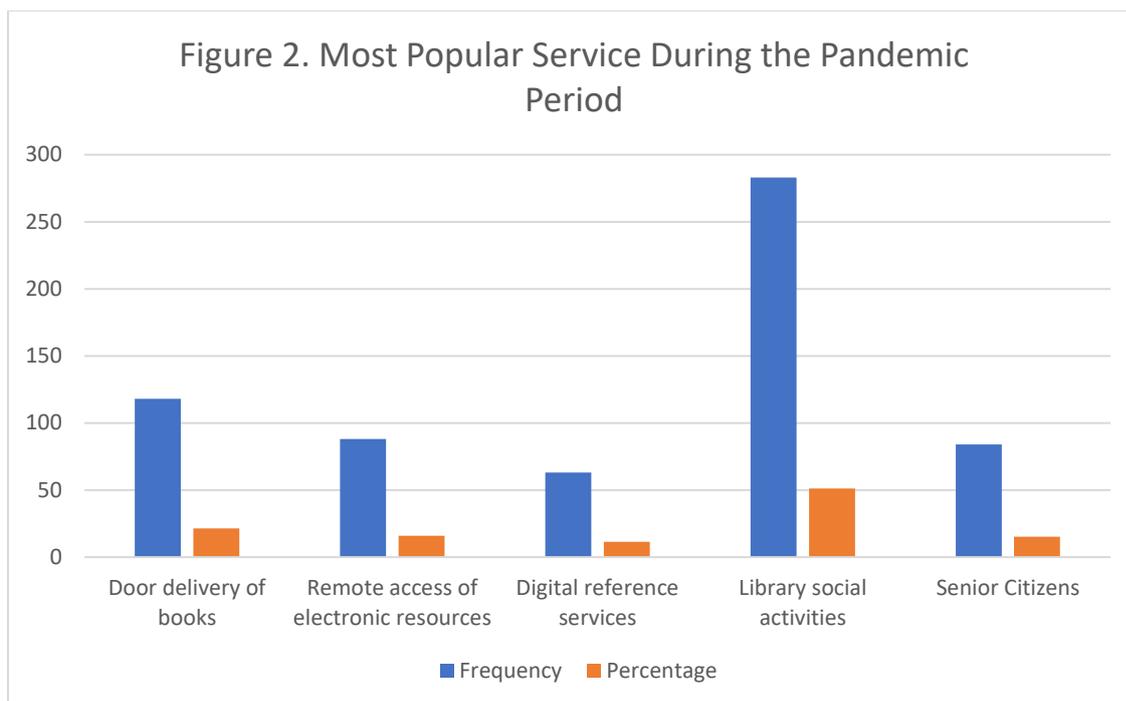
Figure 2. Most Popular Service During the Pandemic Period

Table 3. The Highly Utilized Activity of VPGP Library During the Pandemic Period

Highly Utilized Library Activity	Frequency	Percentage
Telephonic Reference service	27	4.89
Conducting and Participation of virtual activities	248	44.92
Circulation of the pre reserved document	88	15.94
Usage of Digital Interaction platforms	189	34.23

Table 3 depicts Highly utilized activity of VPGP library during the pandemic period. 44.92 % users worked along with the organizational and participation of virtual library activities. 34. 23 % respondents used digital interaction platforms. 15.94 % benefited with the circulation of pre reserved documents. 4.89 % utilized telephonic reference service provided by the library.
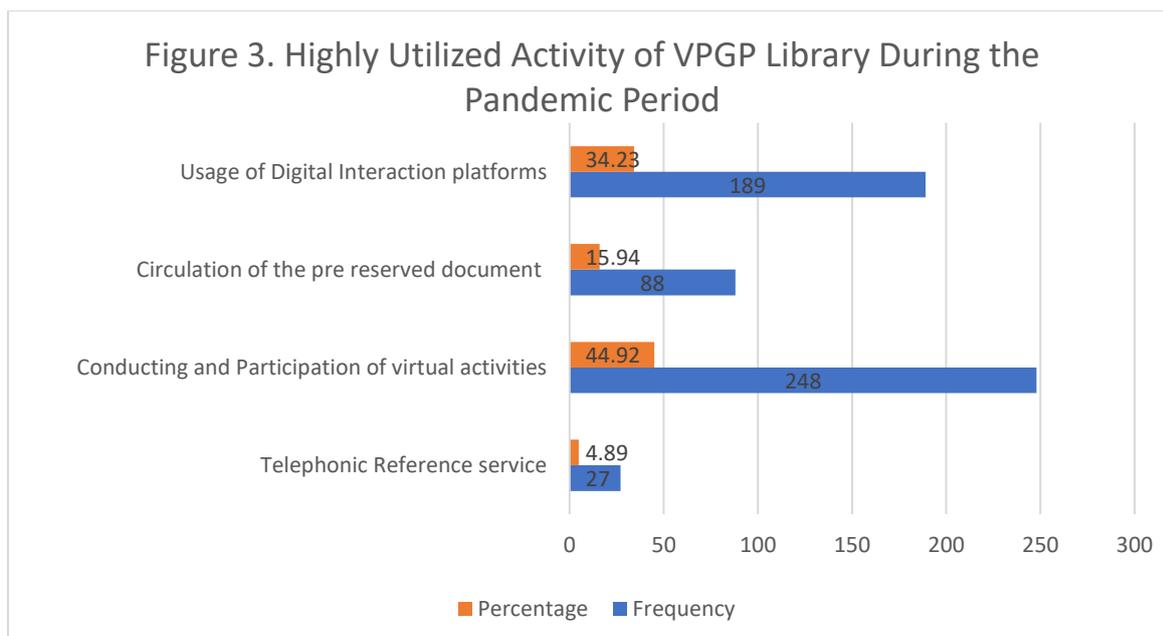
Figure 3. Highly Utilized Activity of VPGP Library During the Pandemic Period

Table 4. The Activities of VPGP Library which is most beneficial for users intellectual advancement

Activity beneficial for Intellectual development	Frequency	Percentage
Supplemented academic works	177	32.06
Encouraging the creativity of youth	101	18.29
Providing knowledge about the Culture and Heritage	52	9.42
Organizing various programmes which empowered the over all blooming of intellectual growth	222	40.21

Table 4 illustrates the Activities of VPGP library which is most beneficial for the intellectual advancement of the users. The study reveals the most productive activity as the organization of various programmes which empowered the over all blooming of intellectual growth of the both organizers and beneficiaries. 40.21 % of the respondents benefited from it. 32.06 % respondents are the beneficiaries of Academic support of VPGP library. 18.29 % users received creativity encouragement .the smallest section of the respondents ie 9.42 % respondents achieved culture and heritage knowledge.
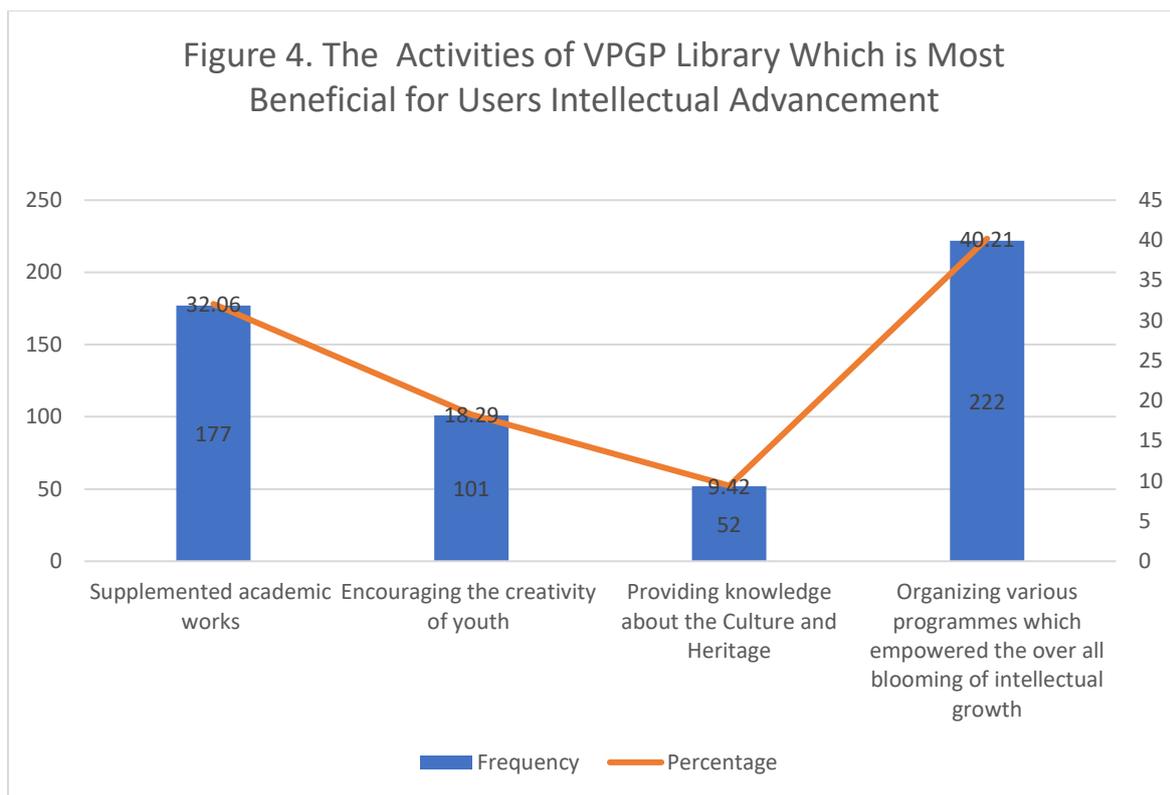
Figure 4. The Activities of VPGP Library Which is Most Beneficial for Users Intellectual Advancement

Table 5. The specific areas of interests of VPGP Library which upgrades clientele personal development

Activity which upgrades users personal development	Frequency	Percentage
Inculcate reading habit	117	21.19
Increase the ability to use electronic medium	202	36.59
Develop leadership quality	98	17.75
Motivate to be creative and productive	135	24.45

Personal development is one the key stone in life success. VPGP library initiatives added momentum to the users personal advancement. Table 5 describes the Specific areas of interests of VPGP library which upgrades clientele personal development. 36.59 % respondents claimed that their ability to use the electronic medium for various activities developed considerably. 24.45 % clientele gets motivation to be creative and productive during the pandemic days. 21.19 % users inculcate reading habit with the help of VPGP library.17.75 % developed their leadership ability through the library initiatives.

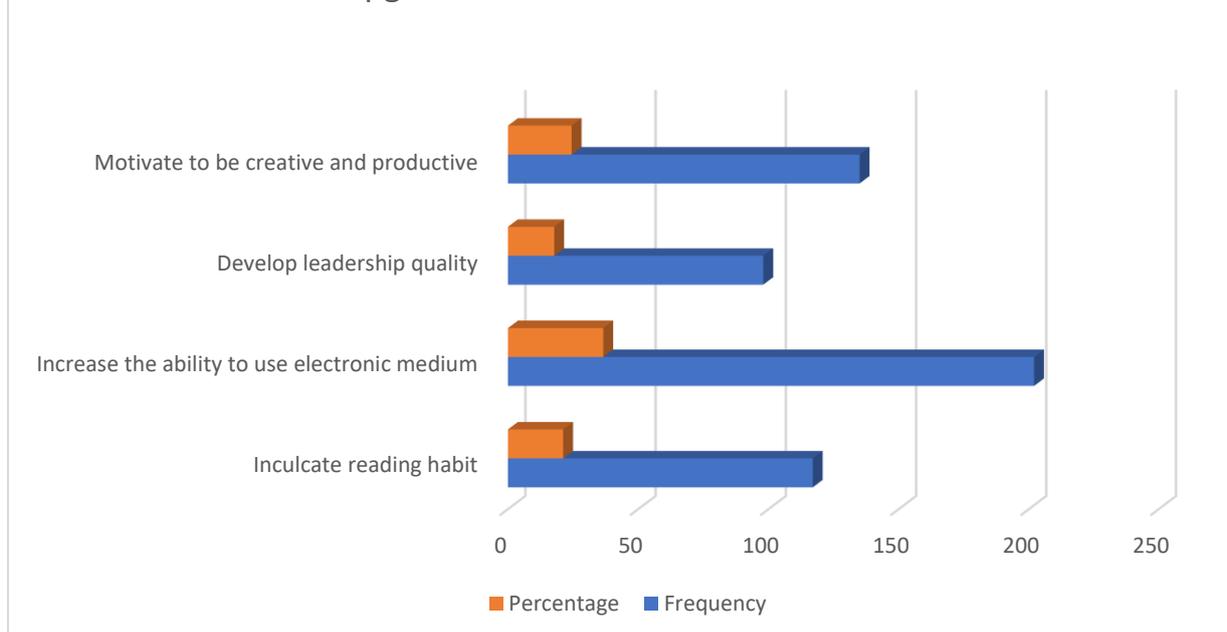Figure 5.The Specific Areas of Interests of VPGP Library Which Upgrades Clientele Personal Growth

Table 6. The ways through which VPGP Library supplement users educational needs

The user benefit in academic support through VPGP Library	Frequency	Percentage
Provide additional reading materials related to curriculum	128	23.18
Helps to complete group assignments	214	38.76
Extend support through digital collections of the library	99	17.93
Not applicable for me	111	20.10

Public libraries are extension centres of education. During the pandemic period VPGP library activities supported the educational needs of its clientele .38.76 % users got assistance to complete the group assignments using the library facilities . 23.18 % respondents received additional reading materials related to curriculum. Digital collection of the library extends academic support to 17.93 % respondents .

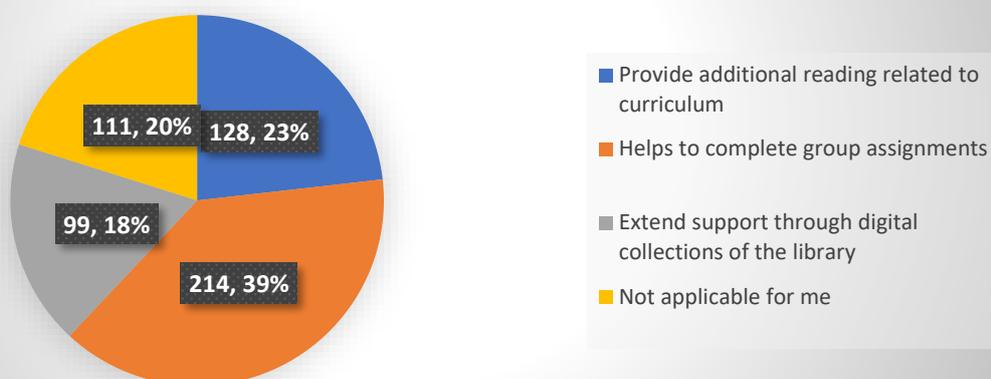Figure 6. The Ways Through Which VPGP Library Supplement Users Educational Needs

Table 7. The benefits gained through the Virtual Activity Platform "Creative Home Defeat Covid"

Aid of Virtual Activity Platform "Creative Home Defeat Covid" To users	Frequency	Percentage
Nourishing user creativity	252	45.65
Enriching general knowledge level	117	21.19
Assist to overcome lockdown stress	126	22.82
Not applicable for me	57	10.32

Valapattanam Grama Panchayath library created a Virtual Activity Platform to over come the lockdown difficulties. Various programmes are conducted through this platform . Table 7 points out the user Aid of virtual activity platform " Creative Home Defeat Covid" . 45.65 % users says that virtual activity platform nourished their creativity. 22.82% respondents received assistance to overcome lockdown stress. 21.19 % respondents gained general knowledge enrichment. 10.32% respondents not active in "Creative Home Defeat Covid"
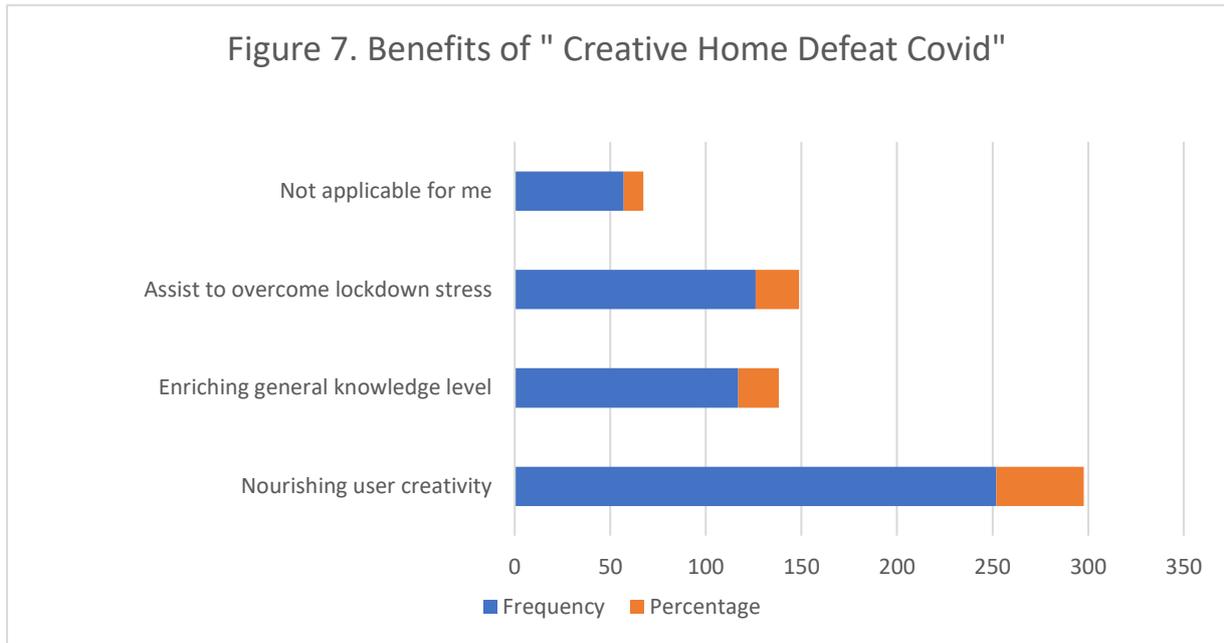
activities. `

Figure 7. Benefits of " Creative Home Defeat Covid"

Table 8.The digital activity which attracted the majority of users

The digital activity which gained more user participation	Frequency	Percentage
Poster creation	97	17.57
Live interaction with experts in different fields	173	31.34
Mentoring sessions to over come lockdown stress	74	13.40
The programmes organized by children on digital platforms	208	37.68

Lockdown and spread of Covid – 19 disease introduced new areas of service through digital medium. VPGP library adopted digital techniques to serve and support its clientele. Table 8 shows the Digital activity of VPGP library which gained more user participation. The programmes organized by children on digital platforms achieved 37.68 % respondents. 31.34 % respondents supported the activity of live interaction with experts in different fields. Poster creation gained 17.57 % respondents assistance. Mentoring sessions to over come lockdown stress capture 13.40 % respondents votes.
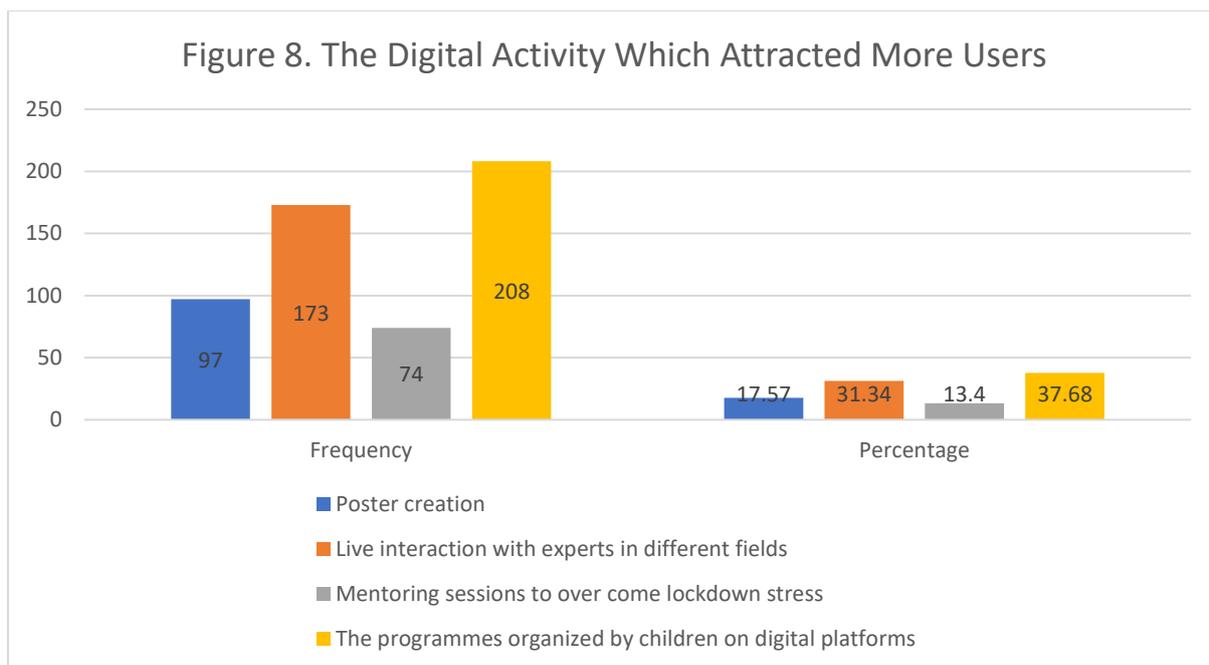
Figure 8. The Digital Activity Which Attracted More Users

Table 9. Participants Skills   attracted by the viewers of the programme "News @Kutti Views "

Skills Developed through "News @ Kutti Views"	Frequency	Percentage
News Reading Skills	175	31.70
Knowledge Hunting Skills	88	15.94
Presentation Skills	124	22.46
Language Handling Skills	61	11.05
Overall performance of participants	104	18.84

Development of skills is one the prime motives of VPGP library. Its initiative to bloom the information hunting and dissemination attracted the young generation. Their performance created a enthusiasm among the viewers. Table 9 specify Participants skills attracted b y the viewers of the programme " News @ Kutti Views". 31. 70 % viewers likes the News reading skills of the participants. 22.46 % respondents interested in the presentation skills. 18.84 % attracted by the overall performance of participants. Knowledge hunting skills of the participants gained attention of 15.94 % respondents. Lastly 11.05 % replier appreciated the language handling skills of the participants.
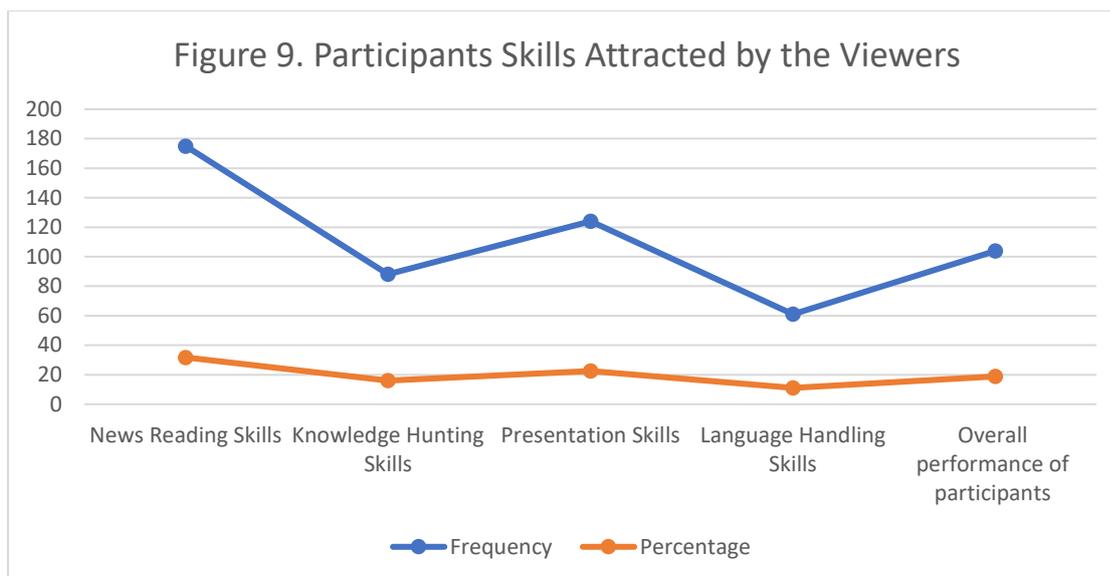
Figure 9. Participants Skills Attracted by the Viewers

Table 10. The individual gains which glorifies with the assistance of library activities

Individual gains assisted by library activities	Frequency	Percentage
Received new friends irrespective of state boundaries	174	31.52
Eliminate public speaking fear	114	20.65
Found innovative ideas to present by ourself	135	24.45
Any other	129	23.36

VPGP library works as a catalyst for personal buildout. Library activities intensified the same. Table 10 narrates the Individual gains of the respondents with the help of library activities . 31.52 % respondents says that they received new friends irrespective of state boundaries. 24.45 % claimed that they found innovative ideas to present by themselves. 23.36 % participants of the survey achieved some other benefits which are not mentioned by the researchers. Library activities supported the Elimination of public speaking fear of 20.65 % respondents.
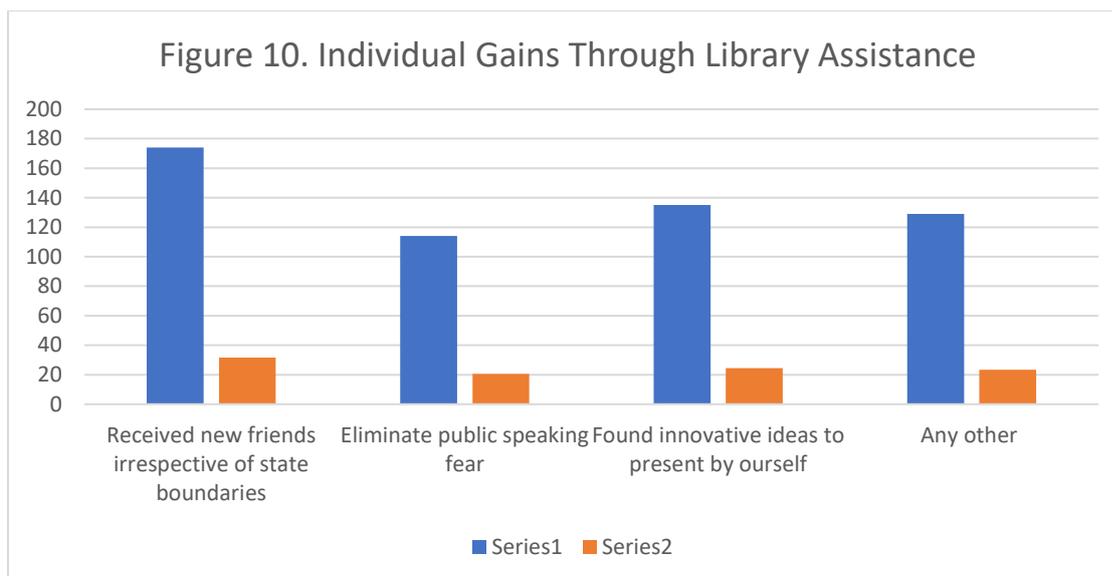
Figure 10. Individual Gains Through Library Assistance

Table 11. Public Opinion regarding VPGP Library social activities

Did the Library activities nourish society welfare and advancement during the pandemic period in your locality?	Yes	No
	540 (97.82 %)	12 (2.17 %)

"Serve the society" – is the most significant duty of public libraries. During the pandemic time VPGP library fulfil this function most effectively through its different social service activities. 97.82 % respondents whole heartedly agree that library activities becomes a mile stone in social welfare and advancement during the pandemic period.

Table 12. The most significant social activity of VPGP Library during pandemic period

The most significant social activity of VPGP Library	Frequency	Percentage
Production of masks and sanitizers	183	33.15
Helping local authorities for food and accommodation arrangements for migrant labours	160	28.98
Awareness about the preventive measure's taken against the spread of COVID 19	232	42.02
Mental health support for elders and youth	32	5.79

Table 12 display the Most significant social activity of VPGP library during the pandemic period. Majority of the respondents selected Awareness about the preventive measures against the spread of Covid 19 disease. 33.15 % respondents opted Production of masks and sanitizers as the best social activity of library. 28.98 % respondents picked Helping local

authorities for food and accommodation arrangements for migrants labours as the best social activity. 5.79 % voted for Mental health support for elders and youth.
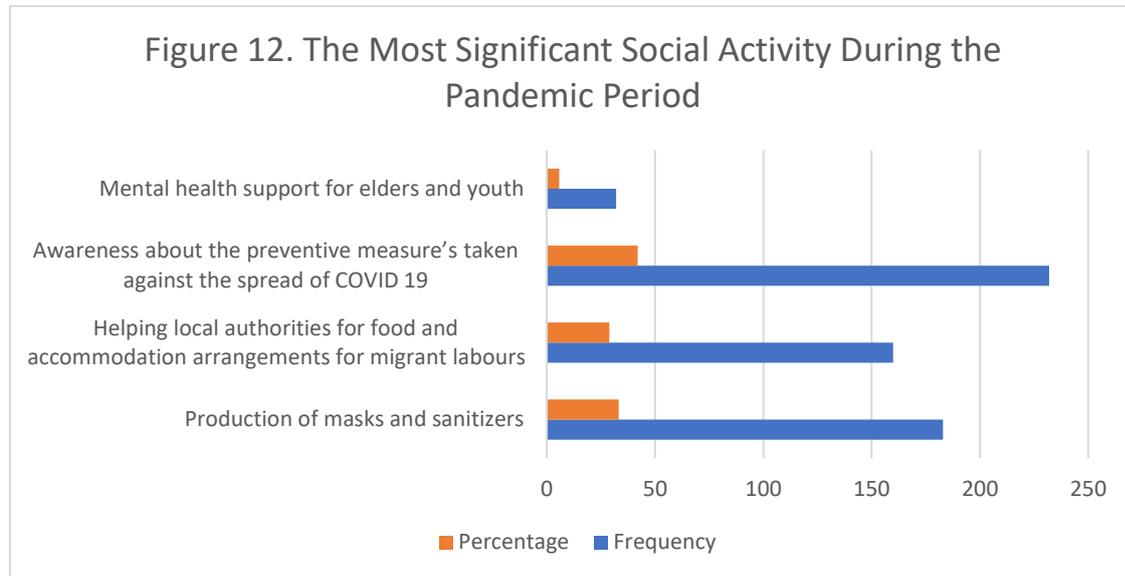

Figure 12. The Most Significant Social Activity During the Pandemic Period

Table 13. **Opinion regarding VPGP Library's role in technical skill enhancement**

| Did the activities of VPGP library enhance your technical skills ?	Yes	No
	532 (96.37%)	20 (3.62 %)

Table 13 represent the users opinion about the library's role in technical skill enhancement. Large segment of respondents concur that library activities enhance their technical skills.

Table 14. The technical fields in which the users received up ward growth

User upgradation in technical fields	Frequency	Percentage
Capable of organizing on line meetings	98	17.75
Familiar in using electronic devices for communication	164	29.71
Confident in performing digital platforms	111	20.10
Recording events for telecast	89	16.12
Other than any	90	16.30

The speciality of VPGP library in user service is the application of technology . As a result users are able to sharpen their technical skills . Table 14 depicts the Technical fields which the users received considerable growth. 29.71 % respondents announced that they are familiar in using electronic devices for communication. 20.10 % are confident in performing digital platforms. 17.75 % respondents becomes good in organizing on line meetings. 16.30 % respondents familiar with some other technical skills which are not noted in the questionnaire. Recording events for telecast becomes easy for 16.12 % users.

Figure 14. User Upgradation in Technical Fields
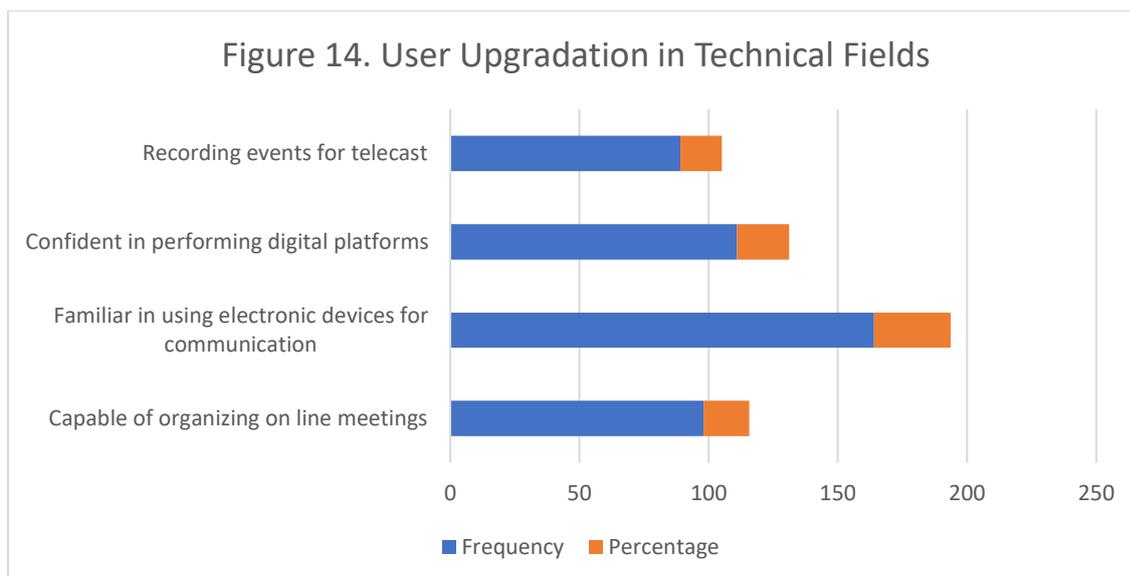
8.Findings

Public libraries are the assembly area of general public. Survey results indicates that among the VPGP library clientele , students are the largest components. They are the energy boosters of all library activities.

During the pandemic period , VPGP library tried to provide various normal library services . The social activities of library gained top momentum. Library concentrated more on preventive measures of disease spread and other measures like making of health and hygiene products.

Being more active in pandemic period, library shifted its work phase to digital platform , which achieved high user participation and most of the users benefited with intellectual and personal advancements.

Participation of library's activities enhanced the personal development of its clientele and they are well verse in handling internet, social media and electronic medium for , recreation, information gathering and dissemination .

Educational needs of the users were satisfied by library support which is helpful in completing group assignments, providing additional reading materials related curriculum etc.

The most significant achievement of VPGP library during lockdown period is the establishment of " Creative Home, Defeat COVID" , the digital platform for user interaction, communication, activities etc. It helped the clientele to be active and creative during lonely times. Majority of the users declared that the platform add fertilizer to their creativity.

Irrespective of the age, qualification and profession, majority of the respondents attracted towards the digital environment created by VPGP library and programmes organized by children on digital platform received heigh user votes.

Lock down most seriously effected the students as they denied the campus life. VPGP library activities made relief from the stress and depression. The news reading programme "News @ Kutti Views" received great appreciation from the viewers as it expose the news reading and related skills of the participants.

VPGP library activities during the pandemic period break the territory barriers by interacting with other public library users out side the state. Such initiatives furnished information regarding library working models in other states.

There is a paradigm shift of VPGP library activities to digital format and this resulted in the technical skill enhancement of the clientele. They are proficient in handling gadgets and communication through digital medium equip the clientele to perform in various digital platforms.

9.Conclusion

The study reveals the significance of re modeling of public library activities in the wake of pandemic period. The locking down of library doors leads the rethinking of library services. Instead of in door library services, the pandemic situation extended the library motivation to huge population through its digital activities and social service agendas. Public libraries began to plan innovative service models other than the existing duties and responsibilities. Public libraries succeed in handling the current challenges and preparing to encounter such un expected drastic situations by deploying new tools and tactics for un interpreted library services to its clientele. Valapattam Grama Panchayath library used the un limited opportunities of social media to provide its services. Libraries mission becomes to serve its community to over come the stress and depression caused by the disasters and to improve mental and physical health of the community as a whole. Its becomes a models for other libraries demonstrating the major part that can be occupied by the libraries during the time of physical distance and depression. VPGP library locked its clientele in the chain of merry and confidence through its strong up holding of rejuvenated service patterns.

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