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Information Dissemination during Covid-19 and Lockdown: The Role of University libraries of Sindh, Pakistan

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Abstract: -

Universities librarians play vital and varied roles in the life of the university, guiding students and faculty at the reference desk, instructing library research sessions, and developing library collections. It is a truism to say that librarians in all sectors of an academic library wear many different hats and provide numerous services to patrons.

This research paper seeks to investigate the role of university libraries in this outbreak situation. The novel virus COVID-19 discovered as a global pandemic. This contagious virus changed working Style tradition to online because of the shutdown of all activities of life. The main objective of this study to find out those services, skills, instructional, and training programs being carried out during this period of the pandemic. Secondly, another aim of this study is to highlight how university libraries are contributing to their members for disseminating and mobilizing information during this emergency. In this study online survey research design used and covers 29 libraries from private sector universities of Sindh Province, Pakistan. The collected data were analyzed by the Statistical Package for Social Sciences (SPSS) software version 23.0. Findings also revealed that highest percentage (79.3%) of the university library providing the services during the lockdown in contrast to few libraries relying on traditional services not offered online services in this outbreak, lockdown period. The study concluded that in this new information era library staff, should always be ready to face a challenging situation. Mostly university libraries suggested in the future to adopt webinars services and focused on motivating, encouraging the librarians to enhance their digital skills to be in pace with the present digital age.

Keywords:- COVID -19, University Libraries, Outbreak, Digital Library, Lockdown, Online Services,

Introduction:-

Covid-19 is a novel virus identified on December 31, 2019 in Wuhan, Hubei city of China.(WHO,2020). The virus is highly contagious and has a death rate that is multiple times higher than the one of seasonal flu, fever, a dry cough, shortness of breath, and extreme tiredness. It is a global pandemic spread within a short time. The virus affected several countries around the world including Pakistan. As a reaction to this outbreak, WHO (2020) recommended social distancing, lockdown and isolation or quarantine to fight the pandemic. Because of this sudden disaster, life has changed drastically overnight. All educational institutes, schools, and universities are closed, Due to this crucial situation, all activities of human life are hold-on because of human safety and benefits. During this lockdown, educational institutes all over the world are adapting distance learning methods and shifting towards online courses. Pakistan being a developing country also trying to adapt distance learning methods to move all the work and educational system to an online system. In this Scenario, University libraries play a vital role and provide better services to their users and accessto deliverto the online reliable information and educational guidance during this pandemic crisis. In developing countries specially Pakistan library professionals known as traditional gatekeepers of knowledge are mostly not familiar with the latest information technology, they need to rebuild their profession, however by adopting ICT skills.

Pakistani universities have to meet global academic standards and promote universal academic values, update their services, skills, resources through the latest network so users can access the library resources from their offices and house of residence whether the library is physically closed or not.University library supports their community users by providing diverse, authoritative and up-to-date online and offline study material such as (textbooks, references, research articles, audio visual information resources etc), Which is not possible without trained professional staff. Furthermore, Mohammadi and Yegane in 2018 examined the strengths and weaknesses of the Internet of things in libraries. IoT technologies can be useful for collection management, online services, education, and providing access to spaces and equipment, gathering, analyzing, storing, and sharing information. Especially university libraries, user expectations from library services increased because of new technologies that can help libraries to improve their services and increase user's satisfaction so librarians should be aware or trained about security issues of the various aspects of IoT new technologies and devices will bring new opportunities and challenges in future. Beside this In 2020 Mahadevan and Kumar highlight the 21st century, different components of providing digital information services, and Information and Communication Technology of university libraries. He remind that, The print media is still a major source of information in libraries. However, the situation is changing, and the university library professionals should be ready for everything. He intended to emphasize libraries have good infrastructure facilities to continue the routine activities of the university library to provide the services through LAN, Web based and through automated library and library management in developing countries need to review their policies and, instead of heavily depending on traditional information resources, should set aside adequate resources for collecting digital information. They also need to give priority to staff training, and user education in regard to ICT-based resources and services. Thus, to deal with the rapidly changing outbreak or epidemic disaster libraries, librarian responds to rapidly evolving information and guidelines, for acquiring, processing, interpreting, repackaging, and disseminating relevant, up-to-date users and should always be ready and enhance its capabilities and move away from traditional way and to adopt virtual ways .

Objective of the study: -

The study aimed: -

- To explore the availability of technological facilities in the university libraries and professional have ability to use it.
- To examine how libraries are contributing to their members for disseminating and mobilizing information during this emergency.
- To identify the level of training and development of library professional.
- To recommend the ways to manage this situation.

Literature Reviews:-

COVID-19 currently going through pandemic disaster the government has closed all educational institutes, and shut down all activities of life to control the spread of COVID-19. Whereas the university library has always been the best source of information for sharing, knowledge, teaching, and scientific research. Libraries and librarians are constructing a better world by experimenting or servicing with the latest technology for its patrons. In this context, a library acts as an authentic platform where communication, interaction, and connectivity are easy because of technology. Balachander and Ramesh. R (2019) explore that ICT changed the library concept of the storehouse to data scattering. Users should offer access to the library's material in each conceivable shape and configuration. Even you could access it by visit or web. They need to change themselves and procure new techniques data stockpiling, communication advancements, sensing advancements, listing/classification, reference services, because (ICT) is quickly changing in all activities of life, user's standards and expectations both are changed. Further Mandal and Dasgupta, 2019 examined today's younger generation has changed their attitude towards library they only visited the library for the information that they did not find on the internet, moreover, they found that different training programs, seminars, conferences, and some short courses to improve their professional skill were the key factors. Furthermore, Nagu N. Bansode and Manohar Ganapati Shinde (2019) study indicated that Information technology has reshaped all activities of life including Skills of communication, working, interaction, and living style. They conclude digital libraries provide access to information through the location of the computer, where it is stored In the technological era, we stand at a transition from print and paper media move to digital media. Digital Library is the source to access the electronic collections online or offline to the elements it organizes and houses. The library staff should be more specialists, highly technical, and better equipped to provide high-tech services. The traditional library role is changing into the storehouse to fixed printed materials. In order to satisfy the changing information needs of the users. Besides this Christopher M...et al. (2019) observed that university libraries can play vital role in distance education through the formation of digital libraries, inquiry-based learning, correspondent, trans-formative learning, face to face instructor and learner, Learning platform, authoring space, teaching resources, fulfill demand, satisfied community's member at the appointed time. They suggested that university libraries as a learning tool for change, rather than a provisional content provider. In addition Seasonal Samantha (2019) point out the problem of re-opening libraries after an epidemic that, What policies or plans should be prepared to prevent the re-infection and spread of viral diseases such

as Covid-19? Furthermore He pointed out that the library is responsible for offering its services online in epidemic lockdown.

Methodology:-

An online survey was conducted to librarians working in university libraries in Sindh, Pakistan. The questionnaire was design in googles form. This tool is considered better than the administration due to the lockdown. Stratified sampling technique was used in this study and the target population was Library professional Working in Academic libraries, for this purpose twenty nine (29) Academic Libraries were selected from Sindh Province working under private sector. The data were analyzed by the Statistical Package for Social Sciences (SPSS) software. Overall, 23 substantial reactions while the remaining six didn't respond in general dependent on the above figuring reaction rate is **79.3%** which could be viewed as valid.

Results and Findings:-

Table 1. Availability of Respondents:-

Responses	Frequency	Percent	Valid Percent
Valid	23	79.3	100.0
Missing	6	20.7	
Total	29	100.0	

Table 1 shows that the information assembled from 29 scholastic libraries from Sindh and got 23 substantial reactions while the remaining six didn't respond, in general dependent on the above figuring reaction rate is **79.3%** which could be viewed as valid.

Table 2. Distribution of Respondents by Qualification:-

Qualification	Frequency	Percent	Valid Percent	Cumulative Percent
BA	1	3.4	4.3	4.3
M.L.I.S	19	65.5	82.6	87.0
M.Phil	1	3.4	4.3	91.3
MS	1	3.4	4.3	95.7
PGD.LIS	1	3.4	4.3	100.0

Individuals in different academic libraries are serving with a different course of degree; however, most people have an M.L.I.S degree **65.5%** whereas **3.4%** respectively have MS, M. Phil in library and science, and PGD in library information science and a baccalaureate degree, showed in table 2.

Table 3. Distribution of University Libraries According to Nature of Discipline:-

Universities by Nature of Subject	Frequency	Percent	Valid Percent	Cumulative Percent
Medical University	3	10.3	13.0	13.0
Multidiscipline	18	62.1	78.3	91.3
Social Sciences	2	6.9	8.7	100.0

Given tables 3 shows that **62.1%** are multidiscipline universities and **10.3%** are medical universities and the remaining **6.9%** are social science universities.

Table 4. Distribution of Respondents by Designation of Librarian:-

Designation	Frequency	Percent	Valid Percent	Cumulative Percent
Assistant Librarian	2	6.9	8.7	21.7
Collection Development Librarian	1	3.4	4.3	13.0
Database Librarian	2	6.9	8.7	21.7
Librarian/Manager	15	51.7	65.2	87.0
Library officers	1	3.4	4.3	91.3
System Librarian	2	6.9	8.7	100.0

Table 4 shows that the designation of respondents usually, 15 (**51.7%**)of respondents are titled as librarians whereas Collection Development Librarian and Library Officer were 1 (**3.4%**) Database Librarian, System Librarian and Assistant Librarian were 2 i.e. (**6.9%**). (**3.4%**) are library officers.(**6.9%**) respectively are assistant librarians, database librarians, and system librarians.

Table 5. Provision of Service during Lockdown:-

Provision of Service	Frequency	Percent	Valid Percent	Cumulative Percent
yes	17	58.6	73.9	73.9
No	6	20.7	26.1	100.0

Total	23	79.3	100.0	
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Multi Response of Giving Services Case Summary:-

Given services	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
	17	58.6%	12	41.4%	29	100.0%

Table 5 shows that the services of libraries **58.6%** academic universities are providing services during the lockdown, whereas **20.7%** are still relying on traditional services and no virtual services are being offered during the lockdown.

Kind of services during lockdown	Responses		Percent of Cases
	N	Percent	
Mobile application services	2	7.4%	11.8%
Live chat	3	11.1%	17.6%
Social sites	3	11.1%	17.6%
Email Management	15	55.6%	88.2%
VPN access	4	14.8%	23.5%
Total	27	100.0%	158.8%

Table 5.1 Frequencies of Giving Services:-

The table 5.1 shows that the frequency of services **58.6%** of them providing the above-mentioned services. Most frequent use of email management which is **55.6%** while least used Mobile application services; whereas the use of mobile applications these days is increasingly common. Live chats and social sites used are respectively **11.1%** and there is a **14.8%** use of VPN access resources.

Table 6.Frequent Queries Frequencies:-

Most Frequent Queries	Responses		Percent of Cases
	N	Percent	
Document Delivery Services	23	71.9%	100.0%
Manuscript	1	3.1%	4.3%
Similarity Check reports	2	6.3%	8.7%

Access to digital resource by VPN	2	6.3%	8.7%
Literacy Sessions	4	12.5%	17.4%
Total	32	100.0%	139.1%

Table 6 shows the provision of document delivery services **71.9%** is the most common queries received from the user ends while inquiries about rare materials fall and **6.3%** inquires respectively about similarity check reports and procedure to access digital library resources through VPN. The request for conduction literacy sessions, access to library resources, and managing library accounts through one-one or in the group remains **12.5%**.

Statistics:-

N	Valid	23
	Missing	6
Mean		2.1304
Std. Deviation		1.14035
Sum		49.00

Table 7. Response Rate of Answering Patrons:-

Response Rate of Answering Patrons		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	quickly response	8	27.6	34.8	34.8
	an hour	8	27.6	34.8	69.6
	within hours	4	13.8	17.4	87.0
	12 hours maximum	2	6.9	8.7	95.7
	after a day	1	3.4	4.3	100.0
	Total	23	79.3	100.0	
Missing	System	6	20.7		
Total		29	100.0		

Scaled= 1- quickly 2- typically reply in an hour 3- takes hours 4- 12 hours maximum 5- after 24 hours

Table 7 shows that an increase in quick response of users queries during lockdown around **27.6%** respond quickly or within an hour to the inquires whereas only one responds that it took a day to answer user's queries. Despite the electricity issues in Pakistan, the response rate goes up. Sometimes library staff takes hours to respond which remains **13.8%** and rarely **6.9%** in a maximum of 12 hours.

Table 8. Case Summary of Conducted Programs:-

conducted programs	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
	18	62.1%	11	37.9%	29	100.0%

Conducted Program Frequencies

Conducted program for library users	Responses		Percent of Cases
	N	Percent	
Library Literacy Sessions	9	23.7%	50.0%
General online Sessions	8	21.1%	44.4%
Online Teaching Tools	8	21.1%	44.4%
Things to do at home	8	21.1%	44.4%
Webinar on Crisis	5	13.2%	27.8%
Total	38	100.0%	211.1%

Table 8 shows **62.1%** library staff conducted the various program on different library things in order to make users understand and increase the use of library services virtually and it is not only conducted on library services and resources but also help users to do things accordingly. There is a **23.7%** session on library literacy while **21.1%** respectively on General online sessions, which is using web tools and managing things online, online teaching tools and things to do at home to make the most of it. Further **13.2%** of libraries conducted an online webinar on crisis and natural disasters to reduce panic among users.

Table 9. Case Summary Conducted Programs for Library Staff

Conducted programs for	Cases
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library staff	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
	18	62.1%	11	37.9%	29	100.0%

Conducted Programs Frequencies:-

Conducted Programs for Library StaffUsers Answers Queries	Responses		Percent of Cases
	N	Percent	
Quickly	6	24.0%	33.3%
Conducting Literacy Sessions	7	28.0%	38.9%
Conduction Webinar	4	16.0%	22.2%
Sharing News on Social Media	8	32.0%	44.4%
Total	25	100.0%	138.9%

Table 9 shows the Overall **62.1%** of academic libraries have conducted various programs for library staff so that they can serve entire faculty and staff better. However, sharing news on social media is the most delivered message by their peers, since social sites are more commonly used so updating news on library services and facilities is the easiest way to approach users. While instructions are given on conducting literacy sessions for library users which is **28.0%** and how to answers users queries effectively and efficiently remains **24.0%** whereas conducting a webinar for others on different topics is **16.0%**.

Table 10. Case Summary Virtual Reference Frequencies:-

Virtual reference services	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
	18	62.1%	11	37.9%	29	100.0%

Virtual Reference Frequencies:-

Virtual Reference Services	Responses	Percent of Cases
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	N	Percent	
Literacy Sessions	6	23.1%	33.3%
Chat Services	7	26.9%	38.9%
Answering emails	13	50.0%	72.2%
Total	26	100.0%	144.4%

Table 10 shows frequencies, when asked about kind of virtual reference services should prefer for users so **62.1%** respond that answering emails of users have **50.0%** while the provisions of chat service and literacy sessions remain **26.9%** and **23.1%** respectively.

Table 11. Case Summary Socialists Frequencies:-

Most used Socialists	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
	18	62.1%	11	37.9%	29	100.0%

Most used socialists Frequencies:-

Most Used Social Sites Tools	Responses		Percent of Cases
	N	Percent	
Facebook	15	53.6%	83.3%
YouTube	6	21.4%	33.3%
LinkedIn	5	17.9%	27.8%
Instagram	2	7.1%	11.1%
Total	28	100.0%	155.6%

Table 11 shows that since social sites are most popular these days so the data gathered on its use and found that **53.6%** are using Facebook whereas the use of Instagram has **7.1%** low use. Whereas youtube is being used by **21.4%**, it is the second most popular use of social sites and **17.9%** LinkedIn use by library staff.

Table 12. Case Summary Web Tools Frequencies:-

Most used web tools	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
	23	79.3%	6	20.7%	29	100.0%

Most Used Web Tools Frequencies:-

Most Used Web Tools	Responses		Percent of Cases
	N	Percent	
Google Plus	13	40.6%	56.5%
Live Chat	9	28.1%	39.1%
Messenger	10	31.3%	43.5%
Total	32	100.0%	139.1%

Table 12 shows that **79.3%** of library staff are using different web tools to deliver messages effectively. **40.6%** of the population used Google plus and **31.3%** is using messenger and **28.1%** uses live chat options to interact with their audience.

Table 13. Case Summary Learning Current Situation Frequencies:-

Learning current situation	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent

	23	79.3%	6	20.7%	29	100.0%
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Learning Current Situation Frequencies:-

Learning in Current Situations	Responses		Percent of Cases
	N	Percent	
Online Learning	21	65.6%	91.3%
Communications with Peers	7	21.9%	30.4%
Attending a conference	3	9.4%	13.0%
Webinars	1	3.1%	4.3%
Total	32	100.0%	139.1%

Table 13 shows data gathered on different learning methods during the lockdown for library staff and found that **65.6%** are already replying online learning so the familiarity of online culture is not new for them. Another most used option is learning with peers by discussing different issues these days, some small academic libraries have limited services and resources but with a good understanding of peers, they are confident providing good services and get themselves updates easily with discussions. Further, **9.4%** of them attended the conference on multi-discipline and the attendance of webinar remains low at **3.1%** of them.

Table 14. Case Summary Suggestions of Learning Frequencies:-

Suggestions of learning	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Per cent
	4	13.8%	25	86.2%	29	100.0%

Suggestions of Learning Frequencies:-

Suggestions for Learning during Lockdown	Responses	Percent of
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	N	Percent	Cases
Webinar attendance	2	40.0%	50.0%
Learn as much as you can	3	60.0%	75.0%
Total	5	100.0%	125.0%

Table 14 shows **13.8%** suggested that more and more could be learned during this lockdown because several services are being offered online including courses, seminars, and conferences so that an individual can learn by it better while **40%** answers that webinar attendance could be a good option.

Discussion:-

Libraries around the world provide access to collections and services remotely often investing time and effort in updating websites and computer systems to deal with demand. While many libraries already had a strong digital presence, many others have now moved to create one to continue serving members.

This study focused on the current status Covid-19 lockdown and role of the Private sector university libraries in Sindh province of Pakistan. There are two constructs in the status of academic library services during Covid-19 lockdown. The first construct is related to the provided services, skills, training, and instructional programs. Secondly construct is about contributing to their members for disseminating and mobilizing information during this emergency.

Library Facilities to Patrons During this Lockdown:-

Generally, it is known that now education is becoming a lifelong process, hence teaching and learning are no longer limited to the four-wall classroom. Here the role of university libraries and librarians comes in attention that how they are facilitating to patrons during this lockdown. Therefore, during this pandemic, the findings of this study showed that the majority of the respondent's university libraries mentioned their multiple services. Universities are providing document delivery services according to their nature of discipline and patron's demand, all universities such as Barrett Hodgson University, Iqra University, Karachi, Pakistan Air Force Karachi Institute of Economics and Technology (PAF-KIET), Indus University, Karachi, Commeccs Institute of Business and Emerging Sciences (CIBES), Greenwich University Karachi, Mohammad Ali Jinnah University, Karachi and Shaheed Zulfikar Ali Bhutto Institute of Science & Technology (SZABIST), Karachi, Isra University, Hyderabad, Jinnah University for Women, Karachi, ILMA University Karachi Formerly Institute of Business & Technology BIZTEK, Karachi, Karachi, DHA Suffa University, Karachi, and Textile Institute of Pakistan, Karachi, Newports Institute of Communications and Economics, Karachi, Dadabhoy Institute of Higher Education is providing E-books, Articles. Besides this, Hamdard University, Karachi also provides Manuscripts Archives, and Habib University, Karachi also gave access

database through VPN. Indus Valley School of Art and Architecture, Karachi E-books, Articles E dissertation, Aga Khan University, Karachi, handling this query mostly E-books, Library instruction manual, Articles, plagiarism report. Preston University, Karachi is provided Library instruction manual and Ziauddin University, Karachi is running E-books, plagiarism report. Baqai Medical University, Karachi provides E-books, Library instruction manual, Articles. The same was found in another study by Ting Wang (2020) that the role of libraries in providing reliable information during times of crisis and pandemic like COVID-19 has become more prominent and important. Similarly Another the study IFLA (2020) was supported by the National Library of Morocco is providing free eBooks, New York Public Library is running online book clubs, Public Library in Aarhus, Denmark, provides website, Granby library in Quebec, Canada focused on learning new skills. Building on its Simply E app, Library of Alexandria, Egypt, Kota public library in India too has increased its online services, promoting bibliotherapy as a means of helping users through the crisis, and receiving useful coverage in the local press. (For awareness covid-19 etc).University of Mustansiriyah, Iraq electronic thesis deposit service, and webinars. Al-Abbas Holy Shrine library is providing a remote lending service for researchers giving access to electronic resources. The Library of Congress providing virtual transcription to engage people at distance. National Library of Norway us encouraging users to access its podcasts audio material, all device Similarly in university libraries, there are efforts to provide remote access, for example through an online article request service at Rhodes University, South Africa, at the East West University in Bangladesh, Agricultural University Library of Colombia Veracruz University in Mexico, or through call-in hours. while Abgu Papazian University library in Armenia and Central Library of the Al Ameen University in Iraq, Diyala University Iraq virtual library and is making use of email to provide access to resources and respond to questions from students.

Libraries contribute to patrons through online learning and services:-

University libraries are preferring and contributing to their patrons in terms of increasing their knowledge in online education. According to the findings of the current study, most of the library staff is using different web tools to deliver messages effectively. The current study results reveal that the private sector university libraries of Sindh are providing awareness programs. These options are being used to interact with their library members to provide the information and to answer their queries such as mobile application, web-based live chat, Facebook, Skype, LinkedIn, Instagram, Mobile Application Services Messengers updates data on social sites, email management, and other. Hence libraries are offering both services like providing instruction through Google class or virtual class, giving access to library resources through VPN and document delivery. Whereas according to the result of the current study yet some university libraries still depend on traditional services. This indicates that digital literacy, the skill level is still moderate among university libraries in the Sindh province of Pakistan. This finding implicates that some university libraries will not be able to manage disasters efficiently until they trained in digital literacy. Another the study Georgia Public Library Services (RPLAC),(April 2020). Highlights the same points that document delivery services must be extended until library buildings are re-opened. The present study shows that mostly the library members are requesting the online access of databases to have access to e-books, e-

audio books, digital magazines, and online articles. During this Covid-19 pandemic, private sector university library members want to continue their education so they are asking for online access to different databases. According to the results of the current study, most of the librarians respond quickly to their member's queries. Some of the queries are difficult to answer so the fewer number of librarians take 12 hours to respond. Differently to this, a study by Hiremath...etal. (2019) mentions that users visit the libraries for primary information, for scanning, searching online access database journals, etc. This shows that during this current lockdown users are unable to visit the libraries as they use to do before. According to the study by Georgia Public Library Services, (April 2020), that libraries provide Internet Access wherever feasible, free, and open public wi-fi, points, mobile hotspots, or other implementations that provide public internet access, transition programming to a virtual environment (Facebook Live, Instagram TV, Zoom, etc.) for vital connection and learning opportunities with patrons. Sadly during this current lockdown, the members of the library do not have internet access through the library. Similarly, the study IFLA (2020) was found Kibera and Nakuru public libraries in Kenya - partners of EIFL's Public Library promoting Innovation Programme local language through social networks like sharing the book. Many public and school libraries are promoting online storytimes, focused YouTube channel, UK Library Association CILIP, Monash in Australia, National Library of Pozega in Serbia, Similar efforts in Greece have also allowed libraries to stay in touch with their users, and even to run art projects. Libraries in Huesca, Spain, have responded by developing new training materials for users to help them make the most of these possibilities. There are similar efforts in TS State Central Library Chandigarh, India, is sharing book reviews and other information through social media. The Dutch National Library has teamed up with a writers' organization to provide an 'author on your screen' service. Some public libraries have also worked to develop new possibilities to be in contact with librarians remotely. Danish libraries have set up an online Ask-a-Librarian reference service. Helsingborg libraries have established a chat function on their website for the first time. In Sweden, The library of the University of Malaya is developing tools to facilitate online discovery and evidence retrieval about the COVID-19 pandemic, preparing a poster to explain its work, King Abdullah University of Science and Technology in Saudi Arabia has produced a series of tutorials on how best to use library materials. The Federal University of Rio de Janeiro is doing the same, as well as providing consultation via WhatsApp and videoconferencing, Government Degree College in Jammu Kashmir India, East-West University in Bangladesh. The Central Library of the Al Ameer University in Iraq support reflection on COVID-19, through a seminar on the subject.(now up on YouTube).

Conclusion:-

After analyzing the present condition concluded that the highest percentage of university libraries mentioned their multiple services and the smallest percentage of university libraries depend on traditional services yet. The findings of the present study show that pandemic situation novel virus Covid-19 reshapes all activities of life and lockdown changed the style of working as like traditional system of education, serving of the organizations and libraries, communicating, dealing, delivering system is to be online. Most of the students were highly satisfied with the appropriateness of library services. As suggested by professional's respondent

the library needs to improve their skills, expertise in electronic resources such as e-books, and improve, IT facilities, delivering, dealing and provide more guidance to find relevant information resources. Therefore, the library has to redesign its services to facilitate its users. Further, this study highlights the necessity to initiate different activities learning programs, workshops, webinars through collaboration between faculty and librarians.

Recommendation:-

The following recommendations are offered for consideration.

1. Improvement in financial resources is the essential elements to develop the library system according to new environment. There should be a proper allocation of funds for libraries by authoritative bodies.
2. The library should be provided new equipments and materials so that it can play better role in this new pandemic situation.
3. To encourage awareness of new emerging technology and changing concepts in the field of library and information science.
4. To provide training of new advance technologies to all library professionals to enhance their activities.
5. Centralized training program should be conducted to overcome the financial barriers.
6. There should also be an evaluating system which checks the performance of library staff after training.
7. The library management should endeavor to provide the needed ICT resources which the staff is to work with and make use of their newly acquired knowledge and skills.

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