

**MANAGEMENT EFFECTIVENESS IN CENTRAL LIBRARY
OF INDIAN INSTITUTE OF TECHNOLOGY, ROORKEE
DURING COVID-19 PANDEMIC SITUATION: AN
ANALYTICAL STUDY**

ABSTRACT

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ABSTRACT

Education provides citizens with knowledge, and well-informed individuals make for better communities. Libraries are centres of learning and knowledge, and they are an essential part of society. Libraries have gone through several versions, starting with the past chained and closed-access libraries. These include today's hybrid, digital, and virtual libraries, which employ cutting-edge technology to provide information through various services. As a result, librarians have evolved from book guardians concerned about theft, mutilation, and theft to information officers, navigators, and cyber librarians operating in a sea of literature and focused on assisting their users who seek knowledge everywhere and at any time.

The research looks at the conditions, problems, difficulties, supports, remedies, and management at the Indian Institute of Technology, Roorkee's Central Library during the Covid-19 Pandemic. The outbreak of the covid-19 sickness in India has been widely acknowledged to have impacted academic activity, particularly teaching and research. Because the central library of a university or institute acts as the nerve centre for sustaining the teaching system, learning, and research, it's only natural that it would get congested in an emergency. In addition, operating a library in a crisis is more complicated than using it under normal conditions. As a result, we seek to evaluate the implications, challenges, and management at the institute/central university's Library in this proposed research work. Before we begin the study, we must first comprehend what activities are carried out, what functions are provided, and how they are administered in a library. Libraries are a type of service centre. The library is one of the most widely utilised and recognised services in the modern world. The academic community uses a university's library services, especially for research and teaching. Academic tasks can be completed with the assistance of the library. As a result, the library is regarded as the university's heart. As a result, we may say that a library is a location where readers can get all of the knowledge, they need under one roof. Universities have complete control over higher education and learning to develop human personalities and the growth of nations. A university provides students and professors with higher education and research opportunities.

Library services

The delivery of library services in the post-COVID-19 period is likely to change dramatically. In-person support could probably be reduced, but remote and internet services

would be expanded. Patrons of the library may be encouraged to submit queries and suggestions to the library over the internet rather than meeting with library staff members in person. Hopefully, as time passes and the virus's influence lessens, this component will return to its previous state."

Remote access service

The library must provide remote access to its subscription resources to its users to stay competitive. With most classes taking place online and many faculty members and other academicians working from home, the library must provide remote access to its subscription resources to its users. Virtual private networks (VPNs), proxy technology, and leased lines are the most standard technologies used to expand this service.

Academic libraries in India primarily use virtual private network (VPN) systems or proxy technologies such as OCLC's RemoteXs or EzyProxy to deliver this service. Even if an academic institution requires a high-quality ICT infrastructure, and even though implementing a VPN system is not expensive, it is necessary on the institution's side. It's possible that the following material isn't available in every school or college library. On the other hand, the subscription resources may help institutions roll out services more smoothly, but they are a recurring investment for them.

Importance of library website

Another significant aspect of this new situation is the distribution of digital documents to library patrons and the supply of online resources to library patrons. As a result, the library has an opportunity to raise user awareness about the importance of the library's website as a source of information about all of the library's services, print-to-digital assets, and online resources. It might be good to enlighten users about the numerous ways their library can assist them in their teaching and learning endeavours.

Importance of digital resource management

Academic librarians have been familiar with digital document management for quite some time after creating institutional repositories using open-source DSpace, ePrints, and other digital assets management technologies. Their institutes would benefit from their help with maintaining digital copies of lecture notes, question papers, and presentations in institutional repositories and other comparable systems. As the significance of institutional repositories grows, libraries that have not yet established them should consider highlighting the library's

relevance to the institute fraternity. It's feasible that all of these elements may help them claim a more significant portion of the library budget in the future, allowing them to introduce new and innovative services in preparation for a changing environment.

Demand for scanning service

Users may request digital copies of book chapters from their recommended textbooks due to a shortage of an appropriate number of online or digital editions of texts, particularly in universities. Libraries will be asked to supply soft copies of relevant book chapters, which will have been scanned from the appropriate volumes, to satisfy this demand. As a result, librarians may be obliged to build a scanning facility if one does not already exist in their library.

Assistance in online learning

Most classroom instruction at our higher education institutions is now delivered over the internet. Some of our research institutes had virtual classes, which was a great bonus. This extraordinary transfer of classroom education to the online media, on the other hand, took place for the first time in our country. By maintaining files in institutional repositories and providing suitable metadata to them, the library may be able to aid teachers in managing digital copies of presentation files, class notes, lecture videos, and other resources. If students have access to this information, they may retrieve these digital course materials more readily. As a result, the library will support and contribute to the institution during the whole process of designing, arranging, and delivering online training to students.

Lending of digital access tools

The availability of online reading resources may not be enough to help our pupils overcome their obstacles in obtaining these materials. Due to our country's socioeconomic position, many students may not have the digital tools to access these internet resources. Consequently, the library's assistance in lending access equipment like computers and e-book readers may help students learn in the new average era of information technology. In this circumstance, the financial consequences of delivering this sort of service are a substantial roadblock. The government's response, in this case, is essential. In a country like ours, school libraries are even more in need of these digital tools to aid students, particularly those in financial hardship.

Training on information literacy

As students move away from traditional classrooms and into online learning environments, their need for information literacy skills will grow. As a result, librarians may need to give sufficient information literacy training to their patrons. To achieve this purpose, library staff can either prepare for online classes or publish videos of various information literacy skills, as appropriate. These may include, among other things, instructions on how to access specific databases or how to set up a VPN system on their laptop.

Open online educational resources

In recent years, the amount of free online course materials has increased dramatically, with new materials being posted regularly. In this situation, the library may play an essential role in marketing these freely available online course resources by collaborating with other groups. These have the potential to aid institutions in giving vital texts to their students more quickly and save them money by reducing the need to acquire large amounts of books for a large number of students. In light of what has been said so far, students and instructors may give library websites the attention they deserve as a doorway to all of the material they require for their studies and teaching.

Collection Development and Management

Librarians strive to provide collections, resources, and services that cater to their target users' cultural, informational, educational, and recreational interests. Because libraries' primary objective is to accommodate the different demands of their target customers, this is the case. In response to evolving user requirements due to the growth of information and communication technology, libraries have redefined their resources, operations, and services. Choosing the most significant and most extensive collection possible in a library is a crucial and challenging endeavour. The process includes selecting, purchasing, and paying for information resources.

Objectives of the study

The following aim and objectives are concerned for this research work.

- To Know how covid-19 effect library management in Indian Institute of Technology, Roorkee.

- To explore how the library provides services to the end-user at the time of covid-19.
- To find out the difficulties faced by the library personnel while providing the library services.
- To know what are the new changes done by the library during covid-19.
- To find out the challenges faced by the central library during covid-19.
- To analyze the services offered by the central library at covid-19.

Significance of the study

This study aims to see how the Covid-19 has affected educational tasks. It will seek to address the outbreak's consequences by presenting new technology breakthroughs and how a library can be administered during such a tough time so that the learning process may continue uninterrupted.

Statement of the Problem

The problem chosen for the present study is entitled, "Management effectiveness in Central library of Indian Institute of Technology, Roorkee during Covid-19 Pandemic Situation: An Analytical study."

Hypotheses

- Indian Institute of Technology, Roorkee library delivers all of the services to the user while also adhering to all of the covid-19 protocols.
- During covid-19, the Indian Institute of Technology, Roorkee personnel made adjustments in the library to serve the users better.

Scope & Limitations of the study

The research was limited to the Indian Institute of Technology (IIT) Roorkee's core library. Only library professionals and other library staff from the Indian Institute of Technology (IIT) Roorkee were included in the poll.

Research Methodology

The survey approach is a systematic study strategy for cost-effectively acquiring a massive amount of data from a broad population. A questionnaire was used to collect data as part of the survey approach. The Indian Institute of Technology (IIT) Roorkee's Central Library has been visited by researchers. Only the employees of the central library were chosen as

responders. Only 18 of the 21 answers, including the librarian, were received by the researchers. The data were analysed using SPSS software, Google Sheets, and Google Docs.

Findings of the study

The findings are based on the analysis of collected data from the central library staff of the Indian Institute of Technology, Roorkee. The significant result of the study is as follow:

- In the central library of the Indian Institute of Technology, Roorkee. There are 21 permanent library staff members, including a librarian.
- During the Covid-19 pandemic, the library is open.
- In the central library of IIT, Roorkee, all library professionals are well-versed in ICT.
- The library staff member provides all essential services through online& offline mode during Covid-19 pandemic.
- During Covid-19, the library offered various additional services to its users over the internet.
- The library provided remote access and full-text database access to users during the lockdown.
- While entering the library or while in the library, all library employees at the Indian Institute of Technology, Roorkee, adhere to all guidelines for preserving covid-19.
- During the Covid-19, all library personnel say that monitoring visitors and physically handling books is the most demanding duty.
- The library employee is pleased with the decision made by the library management during Covid-19. There were no challenges or hurdles in offering e-resources to library patrons during Covid-19.
- Working at the library and working from home during Covid-19 are favourable answers according to library staffs of IIT, Roorkee.

Conclusion

This study concluded that the staffs of central library have followed all necessary changes at Covid-19 period. They are proper sanitized the library, entry of UG, PG students and offline issue return has been closed, use face mask, gloves while coughing, sneezing etc for prevention to spread corona virus. Only 50% library staffs are allowed to serve library. In this pandemic period physically managing the books and visitors has been difficult but staff easily maintained social distancing and cooperation in cleanliness and security system in library. Online services are very helpful. Central library offered maximum services through online as well as e-resource such as e-books, e-journals, e-magazine, e-theses etc. Various open access resources are also provided by the library i.e. DOAB, DOAJ, Shodhganga, SWAYAM, SWAYAMPRAKHA, etc to avoid any kind of difficulties in studying and research.

This study also highlighted that in midst of Covid, library staffs are extremely stressful due to workload but they are strongly agreed with the opinion to strictly follow prevention rules for Covid-19 and they believed that it was positive experience of work from home & working in a library during lockdown.

Suggestions

- According to the findings, libraries should be prepared for pandemic scenarios and remove any impediments that may arise during the Covid-19 pandemic.
- During the Covid-19, the library should provide more online services to its users and promote online mode.
- All standards for Covid-19 safety should be strictly followed by the library and library employees.
- All essential study materials must be available for users in online/soft forms at the library