Role of Library Professionals in a Pandemic Situation Like COVID-19

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Abstract - This paper emphasizes the various roles of library professionals during the pandemic situation like COVID 19. It also identifies the advocacy role that Library Professionals have taken up. It traces the number of digital platforms available around the world. It also promotes the use of social media /networks. Library Professionals can support the entire community in their scholarly endeavors. The role of the Library Professionals is to trace down information as per the user requirement, act as an information disseminator, and organizer of knowledge through the varied information pools. Library Professionals can show their expertise with the assistance of experience in addition to the varied skills they need. Library Professionals can provide E-contents, information links, their commitment to customer service. As a result the role of Library Professionals defines the whole community a new way of doing work and gets the information remotely in the period of a lockdown/pandemic situation. This study helps the Library Professionals to improve their skill set as per the tough conditions & serve the information like a responsible citizen of the country.

Keywords: E-Resources, MOOCs, Webinar, COVID 19, Digital Classrooms, Library

INTRODUCTION

Mankind has faced many tough pandemic situations throughout history where some of them were more dangerous for the whole community of humans. This time once again every country is facing a very tough situation, fighting with a hidden enemy called coronavirus (COVID-19). Coronavirus is a new virus which is spreading all over the world very rapidly. In most of the cases, people infected with the COVID-19 virus experience illness and recover without requiring special treatment. People of higher age groups and those with underlying medical treatments like dialysis, diabetes, respiratorydiseases, canceretc. are more likely to develop serious problems.

American writer and producer Mr. Sidney Sheldon once said, "Libraries store the energy that fuels the imagination. They open up windows to the world and inspire us to explore, and achieve, and contribute to improving our quality of life." In this pandemic situation of COVID 19, the physical library systems are totally stuck due to maintaining the rules of social distancing & also help to overcome the spread of virus infection. Coronavirus refers to a family of viruses. In this situation, the role of the Library Professionals is the most important to serve the whole community through a digital platform. Libraries are one of the best places that anybody can go and gain knowledge without the expectation of having to buy something.Libraries also serve as a lifeline for school & college students, researchers, professionals, and many people in our society.

OBJECTIVES

- To discuss the various challenges &how Library Professionals are dealing with challenges in this pandemic situation of COVID 19.
- To discuss the various traditional roles of Library Professionals & in this current situation of COVID19.To discuss the importance of Library Professionals in this pandemic situation. To know the types of resources and services provided by the different types of the libraries during the lockdown period.
- To discuss the various types of digital platforms available around the world. To implement the different laws of library science given by Dr. S. R Ranganathan, Library Professionals provide the right information at the right time in the right form to its different types of users.
- To provide the details of E-learning platforms available around the world. To define the responsibility of a Library Professionals to serve a different group of the community like researchers, students, scholars, readers, etc.
- To discuss various platforms of digital interactive classrooms. To provide the details of the teaching platform for the faculty member/Senior officials of the organization.
- To discuss various links of e-newspapers and magazines.
- To promote a healthy environment for the entire society through social media platforms.
- To discuss the social initiative of various libraries or Library Professionals.
- To promote free Wi-Fi access and hotspots.
- To discuss the effective utilization of Library Management tools: Extend the checkout date of Books.
- To provide smart access to information in E-Media/Formats.
- To maintain and restructure the available resources and information.
- To define the various important roles of the Library Professionals as a preservative of information.
- To organize training and skill development programs for subordinate staff.
- To know the future working condition of the library system in this time of the pandemic.

CHALLENGES FOR LIBRARY PROFESSIONALS DURING COVID 19

- All over the world, Library Professionals are facing different challenges which services to offer and how to handle these situations of lockdown, ranging from minimal restrictions to full closure.
- Many reputed Libraries like the National Library of India, Delhi Public Library, and other reputed libraries all over the world are affected due to lockdown conditions and it is affecting the whole community of researchers, students, scholars, readers, etc. Shutting down libraries has a tremendous impact on the communities that we serve.
- University & college Libraries, school libraries are also closed and many competitive exams, as well as academic exams, are still pending, therefore in this crucial time Library Professionals can serve those students of our country, they need information through the digital platform.
- It is human nature to feel from normal to sad, stressed, confused, and scared/angry during a crisis. For Library Professionals the biggest challenge to cope up with these conditions during this lockdown & engage the whole community in a healthy environment.

- For opening the libraries for users under the government guidelines & human interest. Library services restriction or closing a library for the following social distancing principles is a difficult task.

HOW TO TACKLES THE ABOVE MENTIONED CHALLENGES BY THE LIBRARY PROFESSIONALS SOCIETY DURING COVID 19

- By following the government guidelines Library Professionals can break the chain of coronavirus as well as provide the different services remotely.
- Collect the factual data & convert it into useful information that will help the whole community of different fields accurately.
- Engage the whole Community through Social media and organize the Reading Books challenge, Poster writing competitions, skill development program, etc. that have helped people to manage normal life as previously and develop skills that will help to reduce their stress during the challenging time of this pandemic.
- We are aware that Central & state governments themselves are making many decisions and applying different approaches to serve better. Library Professionals can publish all the information through Social Media Platforms.
- Library Professionals can play with the following ICT tools & spread the information to the Community. Library Professionals can provide Cloud-based Library Services, Authentication technologies: Remote Access, Electronic Resource Management System ERMs: CORAL, Discovery Services, Library Service Platform/ LibGuides /IRs, Advocating of OA resources, Marketing of Library Services through Blogs and other Social Networking tools.
- Library Professionals can provide Open sources, Open Course wares/OERs, Open Learning resources, Webinar, Virtual Classrooms, ORCID, Citation generation: Mendeley, Zotero.
- To provide information resources to users - "Different types of services, collections can be linked together and provide access on electronic platforms".
- Provide the libraries facilities for the users under the proper government guidelines & human interest.
- Library Professionals can play an important role to serve the entire community therefore to define the various roles of Library Professionals in this pandemic situation of COVID 19 is necessary.

TRADITIONAL ROLES OF LIBRARY PROFESSIONALS

- Now in the Modern world, the role of library professionals is converted from conservator of data to facilitator of knowledge in an effective way. The main important functions of Library Professionals are identification of query/problem, to select, to procure, to organize, to preserve, and disseminate information. Immediate response should take place in all the above mentioned areas. It is a great challenge for Library Professionals to remain at the frontline of the profession to serve the whole community. [1].
- To introduce the users with an open access system/resources [2].
- To introduce the Library Professionals as a technological gatekeeper, as a teacher, scholar, collaborator role between the different types of users. [3].
- Library Professionals' main roles are Customer Service, Community Outreach, Cataloging, and Administration [4].

- Library Professionals can play a critical role in making its users' information literate and bridge the digital divide that exists at different levels [5].

ROLES OF LIBRARY PROFESSIONALS IN PANDEMIC SITUATION LIKE COVID-19

To provide the information regarding the available various digital platforms for Users

- In India, during the lockdown period, all people were unable to move from one place to another. The physical interface of Libraries already shut down to follow the lockdown conditions but many libraries around the world offer its digital collection for the whole community for easy access. Library Users who have library cards or not, can easily access and take advantage of available e resources like eBooks, e-journals, and online programs offered by different universities, various libraries like Delhi Public Library, NDLI, etc.
- During the lockdown period in the USA, "National Emergency Library" is developed by the Internet archive blogs which has a wide range of collection around 1.4million books on its digital library platform [6].
- The Library Professionals can provide various online digital platforms where users can easily access their information. These online digital platform links can be shared on organization websites as well as through social media platforms. Delhi Public Library provides the various links of the digital platform on its website.
- Library Professionals can create a new app with freely available e-contents to access different resources on a single platform.
- Assist those people who are not familiar with digital tools.

The details of the various online digital platform for different types of information are given below:-

- **National Digital Library of India (NDLI) (*https://ndl.iitkgp.ac.in*):** It is the biggest digital library of India .It is developed as a project under the MHRD, India. The Library was initially started as a pilot project form in May 2016. It was officially started by HRD minister Mr. Prakash Javadekar to serve the nation on June 19, 2018.
- As of June 2020, NDLI has 48,582,080+ items in its repository. Items are available in more than 400 languages. 48 million items have been authored by 9 million authors. More than 100 types of eLearning resources are available.
- **Learning Resource types:**
  - **Books:** 64+ lakhs books by 15+ lakhs authors in 250 languages.
  - **Thesis:** 6+ lakhs thesis by researchers from different institutes.
  - **Audio lectures:** More than 4116 lectures in English and Tamil.
  - **Manuscript:** Manuscriptsfrom Satyajit ray society, vidya prasarak Mandal, JAINpedia, and others.
  - **Articles:** More than 30 million articles by more than 25 million authors from different fields.
  - **Video lectures:** More than 30 lakhs video lectures from 35 sources.
  - **Question Papers:** 64000+ question papers from 65+ sources.
  - **Web Courses:** Web courses from different domains like agriculture, physics, etc.
  - **Annual Reports:** Annual reports from 45 sources.
  - **Solutions:** Solution of question papers of different school boards.
  - **Data Set:** Data sets from OECD iLibrary, south Asia archive, and others.

- **Reports:** 12+ lakhs reports from 71 sources.
- **Technical reports:** Technical reports from 38 sources.
- **Manuals:** Manuals from 20 sources.
- **Album:** Albums from 7 Sources.
- **Monograph:** monographs from 22 sources.
- **Technical manuals:** Technical manuals from 12 sources.
- **Law judgments:** Law judgments from 8 sources.

- It is a single platform search engine to access digital contents available in India and any other country with some limitations.
- In this Pandemic situation of COVID 19, NDLI works as a powerhouse of information for Indian Students/researchers/professors and others. For helping the student community in this pandemic situation where schools ,libraries and colleges are closed and physical access in these institutions have been suspended because of COVID-19 lockdown, NDLI has come up with a user oriented interface which is specially designed for digital collections of e-resources like ebooks, ejournals etc. for specific groups of students & continuously enhancing its services. The Researchers, Professors, School & college students can visit the website of NDLI to access these e resources free of cost & easily through the mobiles, laptops or computer systems. It hosts different types of study materials including books, questions papers, Journals, video lectures, model answers self-assessment, and solutions of various educational boards and National Council of Educational Research and Training (NCERT). NDLI also hosts preparation materials for competitive examinations like Joint Entrance Examination or JEE, NEET, etc.
- NDLI is constantly updating & upgrading these collections and services in this lockdown period. Updating & upgrading information of its services is periodically informed through its social networking platforms like Facebook, Twitter, etc. Stay tuned to NDLI & aware of the community.[7]

NDLI social Media outreach through:
- Facebook page: https://www.facebook.com/NDLIndia
- LinkedIn : https://in.linkedin.com/company/ndlindia
- Twitter : https://twitter.com/NDLIndia
- Instagram : https://www.instagram.com/NDLIndia/

- **Bharat Padhe Online**: Recently Government of India Launched 'Bharat Padhe Online'. It invited all the finest brains in India to share new thoughts, newideas, suggestions, and solutions directly to the government. To eliminate the constraints of online education while promoting through digital education platforms. Professors/ teachers and Students are the main target audience under this program. Recently IGNOU started new online courses under this initiative.

- **YUKTI Portal:** Government of India launched another portal "YUKTI" (Young India Combating COVID with Knowledge, Technology, and Innovation). It is developed to record and watch the efforts and initiatives of MHRD. It will cover a wide range of initiatives and efforts of the academics, research institutions which are especially associated with Covid-19 situations. Social responsibilities and initiatives by the various institutions are the measures taken for the betterment of the whole community of the students/young brigade. It will facilitate various institutions to share their way of working and their strategies for various challenges they are facing due to the unprecedented pandemic situation of Covid-19 coronavirus and other future goals and their initiatives.

It will establish a two-way channel between the MHRD .It will help to resolve various critical issues associated with student policies, placements related problems, and the mental and physical well-being of scholars in these challenging times [8].

Objectives: The portal provides a strength in better planning and can enable it to watch effectively its activities. It aims to fulfill the challenges and goals of the MHRD in the wake of this pandemic situation to stay alert, tutorial community in a healthy environment, both physically as well as mentally to establish endless high-quality learning environments for students/learners.

ePG Pathshala: A gateway to all Postgraduate Courses *(http://epgp.inflibnet.ac.in/index.php)*: It is an initiative of the Ministry of Human resource development (MHRD) under its National Mission on Education through ICT (NME-ICT) which is executed by the University Grant Commission (UGC).A gateway which focuses on high quality education systems, curriculum-based teaching, interactive e-content in more than 70+ subjects across all disciplines of various subjects like social sciences, arts, fine arts and humanities, natural & mathematical sciences, etc.[9].
As of June 2020, ePG Pathshala provides 22000+ modules, 20000+ e-Text, 19000+ video, 3200+ experts, 30000+ quizzes & 723+ papers.
Library Professionals can suggest the ePG Pathshala platform for postgraduate students, faculty members as well as researchers which can easily be accessed through mobile, laptop, or desktop systems.

ePathshala *(http://epathshala.nic.in/)*: It is a joint portal which was initiated by the MHRD and National Council of Educational Research and Training (NCERT) in November 2015.
The students of school level can get easy access to all educational material, including textbooks, periodicals, audio, video etc. Also print and non-print materials related to study are available through ePathshala. The useful study materials can be easily downloaded by the different types of user for offline use with no restriction on downloads.
Mobile app-based ePathshalaeLibrary is also launched by MHRD and NCERT which can be downloaded through iOS, android, and windows system and can see the video, text, curriculum, and periodicals and also listen to audio of study material from class 1 to 12.
As of April 2020, ePathshala provides 504+ e-Textbooks, Total eResources 3886+,and 2.6million downloaded apps [10].

How is it useful?

Students, Educators, Teachers, and Parents can easily access econtents through multiple devices like mobile phones and tablets and through desktops laptops .The learning materials are available in English, Hindi, and Urdu languages. It also allows users to download as many books as their storage device limits. There are various inbuilt features which allow users to zoom, pinch, bookmark, select, highlight, navigate, share, and make notes digitally. Accessing eResources is easy through a QR code scan.

DELNET *(http://www.delnet.in/)*: It was initially supported by the Department of Scientific and Industrial Research, Government of India (DSIR), National Information System for Science and Technology (NISSAT). It was fully supported by the National Informatics Centre (NIC), Ministry of Culture, Government of India, Department of Information Technology, Ministry of Communications and Information Technology.

It was registered as a society in 1992. It promotes the sharing of resources among the library and acts as a bridge by collecting, storing, disseminating information, and helps in scientific research, technical guidance, coordinate in collection development, and facilitates referral, delivery of documents & exchange of information to local, national and international level [11].

National Programme on Technology Enhanced Learning (NPTEL) *(http://nptel.ac.in/)*:
Itis a joint initiative of the prestigious institution of India IITs and IISc. Under this initiative, various online courses of different fields are available on a single platform and certification in various topics starting from engineering to humanities [12].

Some highlights:
- Largest online repository for various engineering subjects, few management courses, few social sciences and humanities subjects.
- More than 471+ million views.
- More than 52000+ hours of video content transcribed with subtitles.
- It is the most subscribed educational channel on YouTube. There are more than 1.5+ million channel subscribers, 404+ million views, 56000+ Video Hours.
- It hosts more than 1 lakhs video lectures.
- It is the most accessed peer-reviewed educational content in the world.

Study Webs of Active-learning for Young Aspiring Minds (SWAYAM) *(https://storage.googleapis.com/uniquecourses/online.html)* **:** It is the India's first Massive open online course platform which is a initiated by the Indian Government and specially designed to achieve the basic objectives of Indian Education Policy.
The main objective of this platform is to provide the best teaching-learning platform and learning resources to students from class 9 to post graduation. This platform can be easily accessible anytime from anywhere. It gives a strong platform for knowledge society & also provides a digital revolution in the field of teaching. In this Covid19 situation this type of platform is a very essential commodity for national knowledge growth and provides a backbone support for young learners. [13].

The courses available on SWAYAM platform are classified into 4 parts –
1. Printed study/reading material in Text/image form which can be easily downloadable.
2. Video lectures by well qualified faculty members.
3. In between Some tests and quizzes which are for self-assessment.
4. For clearing the doubt of the learners, an online discussion forum is available on this platform. Continuously updating takes place in terms of audio-video and multimedia and state of the art pedagogy/technology.

There are nine coordinators which is regularly working to make world class quality content for leanings:

1. All India Council for Technical Education (AICTE) for self-paced and national and international subject related courses.
2. University Grants Commission (UGC) for Non-technical postgraduate courses.
3. Consortium for Educational Communication (CEC) for under-graduate Courses.
4. Indira Gandhi National Open University (IGNOU) for out-of-school students.
5. National Programme on Technology Enhanced Learning (NPTEL) for Engineering, management and other students.

6. Indian Institute of Management, Bangalore (IIMB) for management education
7. National Institute of Technical Teachers Training and Research (NITTTR) for Teacher Training programme for teachers.
8. National Council of Educational Research and Training (NCERT) for school level related courses.
9. National Institute of Open Schooling (NIOS) for school level related courses.

All the courses are available free to the learners & certificate given to those learners who appeared in exam & pass the examination criteria.

Khan Academy *(https://www.khanacademy.org/)* : It is a private portal which is governed by a private organization that offers a well-defined curriculum based learning platform and material with practice sets, practical based video lectures that impact learners to easily and grasp knowledge related to subjects and understand with their own pace. It deals with many school related subjects like computer science, mathematics, social science, computer programming, history, art, science, economics, and more subjects. It also partnered with many prestigious institutions like MIT, NASAand many more to offer digital content. Recently in this lockdown period Delhi Government collaborated with this academy for teaching government school students [14].

Online Labs *(http://www.olabs.edu.in/)***:** The Online Labs launched by CDAC Mumbai and Amrita University. This project is funded by the Department of Electronics and Information Technology (Deity). It is a lab which is experimental based teaching through using the Digital platform. It is more efficient and less expensive practice. In this meantime where everything is struck due to the covid19, there is a need for such type portals for providing a suitable platform for younger generations. It is available anytime, anywhere and can be accessed within a short time [15].

National repositories of open educational resources (**NROER**) *(http://nroer.gov.in/welcome)***:**It is a common platform for different types of users. It is developed by the MHRD, Department of School Education and Literacy, and managed by the NCERT, Central Institute of Educational Technology. The whole repository works on the MetaStudio platform, which is an initiative of the Homi Bhabha Centre for Science Education (Knowledge Labs) [16].

Sakshat *(http://www.sakshat.ac.in)***:** It is an initiative of the Department of higher education of the Ministry of Human resource development (MHRD) under its National Mission on Education through ICT (NME-ICT).
For facilitating the learning needs of users through a national scheme was proposed under 'National Mission in Education' through Information and Communication Technology tools (ICT). The basic objective is to provide inter connectivity between the higher educational institutions .Knowledge comes up under a single umbrella in cyberspace called Sakshat, in addition providing high-quality e-contents, to address the specific needs of users [17].

Shodhganga *(http://shodhganga.inflibnet.ac.in/)***:** It is a platform which is designed by Information and library network (INFLIBNET) for young researchers to deposit their theses. The theses available in open access to serve the whole scholarly community. The repository has some unique features to index, store, disseminate of information, and preserve the electronic Theses and Dissertation (ETDs) submitted by the Indian researchers[18].
It hosts more than 2 lakhs thesis authored by researchers from different institutions of India.

Unacademy (*https://unacademy.in/*)**:**It is a learning platform for different groups of students whether for competitive exams or curriculum based study. This portal serves a large variety of students. Apps are also available. It is easy to access through electronic media devices. It was started by Mr. Roman Saini, who cleared IAS and left the job. There are many famous educators connected through this platform like Mr. Abhinay Sharma, Mr. Abhishek Srivastava and many more .The young generation can access the platform through an app, YouTube videos where lectures videos are uploaded for learners [19].

Krishikosh (*https://krishikosh.egranth.ac.in/aboutUs.html*): It is an initiative under National Agricultural Innovation Project (NAIP) and e-GRANTH at ICAR-IARI, New Delhi. It provides digital content of different agriculture & research institutions on a single platform for accessing the different library resources. It provides more than 1 lakhs agricultural books, journals, articles, and reports [20].

EBasta(*https://www.ebasta.in/*): It is another platform to access the school books in digital format like ebooks access through tablets and laptops. The main objective is to share a common platform for various publishers and schools together [21].

Avid learning(*https://www.avidlearner.com/podcast):* It is a platform for cultural philanthropy platforms to accelerate the leadership in various segments and entertain so many professionals to provide such platforms.

Digital Interactive Classrooms: Library Professionals can set up a digital library by using various tools which are given below for faculty members or officers of the Institutions/organizations.
- Library Professionals can provide the details of remotely accessed software for teaching purposes/official meetings/Conferences etc.
- In this period of Lockdown most organizations prefer work from home, "at this stage the concept of these types of Software is really helpful".
- Delhi Public Library working professionals are using these software's for official meetings.
- Many Library associations (Madhya Pradesh library association, Orissa library association, Bengal library association, Madras library association etc.) are organizing the webinar services through these platforms.
- Even the Governments are taking conferences through these platforms.
- Helpful in organizing the webinars/conferences, official meetings, Virtual social interaction.

Tools for remote access to continue teaching and learning process

- **Google Classroom** (*https://classroom.google.com/*) **Teaching and Learning Platform:** An online teaching and learning platform Teacher can make online classrooms, upload teaching material, and conduct online quizzes.
- **Google Hangouts Meet** (*https://meet.google.com/_meet*) **Video Conferencing:** Stay connected with teachers and students for teaching and learning and official academic work.
- **Zoom Classroom** (*https://www.zoom.us/*) **For Virtual classrooms and Video Conferencing:**It is a platform for organizing meetings, interactive classrooms for teaching virtual and hybrid techniques and micro learning.

- **WebEx Online VC tool** *(https://www.webex.co.in/)* **Video Conferencing, collaborations, virtual classrooms**: It is the leading and widely using platform for webinars, official meetings, video conferencing, and webinars. Recently many webinars are organized by INFLIBNET in this platform with support of web of science teams and others.

- **Go To Meeting** *(https://www.gotomeeting.com/en-in/meeting/join-meeting)***Meeting tools and web-hosted service:** It is an online meeting platform for various institutions. There are various features available in this tool like desktop sharing, and video conferencing that enables the users like customers, clients or colleagues through digital media.

- **Go to Webinar***(https://www.gotomeeting.com/en-in/webinar/join-webinar)*: It is online interactive software.

- **Impartus***(https://impartus.com/):* Impartus Virtual Classroom for Live Online Classes - Free for Indian Schools and Colleges. Impartus ensures that students continue to have live and interactive access to teachers in the ongoing Coronavirus Crisis.

- **Easy class** *(https://www.easyclass.com/)* **Learning Management System:** It provides a platform for educators to create online classes where they can store the study/course materials online, assessment tests, class assignments, various quizzes, and exams related documents. A feedback system and due dates facility is also available.

- **Blackboard** *(https://www.blackboard.com/)***Learning Management System:** It provides a platform for educators to create online classes & Share class announcements, learning materials, and make learning accessible anywhere.

- **Padlet***(https://padlet.com/):*it is a platform to develop the boards, documents and webpages. It is used to upload videos, record your interview, and snap your photos and text posts.

- **Edmodo** *(https://www.edmodo.com/)* **Learning Management System:** Share class announcements, learning materials, and make learning accessible anywhere**.**

- **Google Form** *(https://www,google.com/forms/about/)***for online Quiz/Test:** Use google form for assessment purposes and take online quizzes. It also has features like randomization, result declaration, grading, and item analysis.

- **Microsoft Teams** *(https://teams.Microsoft.com/start)***:** It is developed by Microsoft for teamwork. To update all your teams with instant chats, meetings, files, and apps together on a single platform.

- **Moodle***(https://moodle.org/)*: It is an Open source software which is designed for learning and to help educators create effective online courses for learners.

- **Hyper say** *(https://hypersay.com/live presentations/)* **a platform for live interactive presentations:** Go beyond slides with live quizzes, live subtitles, automated feedback, and many more It is free for maximum 20 participants per session.

- **Nearpod** *(https://nearpod.com/)* **Students Engagement Platform:** Interactive Lessons that can be remotely led by the teacher.

- **Testmoz***(https://testmoz.com/)***for online Quiz***:* It is a widely used web tool that allows you to create online tests and quizzes.

- **Mentimeter** *(https://www.mentimeter.com/)***Interactive Learning Platform:** It is a platform for meeting, webconferences, presentations which are easily connected through with smartphones and other electronic devices.

- **Brain pop** *(https://www.brainpop.com/) (***Educational tool):** Brain POP makes rigorous learning experiences, makes interactive presentations, videos to engage all students in the teaching and learning process.

- **Flip grid** *(https://info.flipgrid.com/)* **Video creation:** Flip grid empowers every voice from grade 1 to Ph.D. classrooms across 190 countries.

- **Edu flow** (*https://www.eduflow.com/*)**:** Make learning and teaching more effective with active participation and student collaboration.
- **Open Broadcaster Software**(*https://obsproject.com/*): It is an open-source software for streaming and recording video. **Video Ask by Type form** (*https://www.videoask.com/*): Interactive Video Chat for remote face to face interactions.
- **YouTube Videos:** You can make your classroom channel and upload your lecture videos.
- **Screen Recorders:** There are many screen recorders available in markets which provide various effective features for recording the live video and store the data as per the capacity available. It is widely used for teaching purposes.
- Further, the Faculty/Library Professionals can deliver online lectures through various means like Skype, YouTube Live, and Join me, Show my PC, etc.

By providing the various E-Newspaper & Magazines Links

- Many leading newspaper or magazine owners now provide the facility of E-newspapers and E-magazines facilities for their users.
- Many online platforms provide the E-Newspaper & magazine facility, Paytm (*https://paytm.com/*) is one of them. Even many newspaper sites provide the same.
- Magzter (https://www.magzter.com/) also provides the access of leading newspapers and magazines though its digital platform.
- Paperboy (https://www.paperboy.com/) is another provider of leading newspapers and magazines though its digital platform.
- Jio App (*http://apps.jio.ril.com/jiomags/*) provides the facility of many famous magazines through apps.
- HdfcBank (https://www.hdfcbank.com/personal/offers-by-hdfc-bank/newspapers-magazines) provides the facility of newspapers and many famous magazines.

To work as a stress buster by engaging people in productive work, healthy environment, latest updates, and inter connected with each other:

Libraries all over the world are trying to provide it services through online presence, Delhi Public Library is one of them. "We are trying to make a normalcy for them by using proper social distancing guidelines, but we should try to live with these new obstacles to offer our services in different and efficient ways. We are dealing and working on it. Library professionals are excited, challenged, and ready to learn new techniques. To resolve this kind of stuck situation, professionals are coming up with new solutions, creative ideas and ready to beat this stuck situation."

There are various way to keep healthy and stress free in this pandemic situation:
- Follow your hobbies
- Reading Novels
- Sleep better
- Meditation
- Exercise
- Virtual social interaction.

Utilization of Social Media Platforms as a Digital Library

Library Professionals can work as a Digital Library Professionals through social media platforms. Social media is a very vast platform to share information among users.

Social Media platforms are widely popular:
- WhatsApp (https://www.whatsapp.com/)
- Instagram (https://www.instagram.com/)
- Facebook (https://www.facebook.com/)
- LinkedIn (https://www.linkedin.com/feed/)
- Telegram (https://telegram.org/) and many more

The above mentioned Social media platform can be used through the following ways:
a) WhatsApp Group/Facebook messenger group: Library Professionals can create a Social Media group on any of the following social media platforms like WhatsApp, Facebook, telegram, etc. Groups can be categories as per the need of the Institution. In this group Faculty members or Library Professionals of the institutions can share the study material & various information with the students and also can give different tasks. The faculty member can record his/her course video lectures or do a voiceover on the ppt slides and upload on any LMS or even instructors can use social media Facebook or WhatsApp or YouTube.

b) Reading Books & give Book review: It is a unique concept in which the followers of the Institution social media platform can easily participate in the book reading contest & can also give the book reviews of different books. Many libraries have started offering free online ebooks which were paid before lockdown, and organizing online reading sessions. Library Professionals can set various timelines for the follower & announce the winner on a daily / weekly basis in this period of quarantine.

Library Professionals can give a book reading challenge to different followers & that followers also nominate another follower & can give the challenge to another user. The 2/4/6/8/10 Book Reading challenge is a campaign to promote Book Reading habits. It is a concept that comes from the Ice bucket challenge.

c) By organizing Poster making/Essay writing/singing through social media platforms for different age groups: It is a concept for all age group people in which participants can share their posters with his selfie & on a regular basis the Library Professionals can announce the result. Dr. Neeza Singh, Library Professionals T.S Central state Library started a poster making contest which Theme is "Life during the lockdown on the Facebook page of central state library Chandigarh. The effort is really appreciated.

d) E-Book competition: Concept is slightly the same as reading books but in this type of competition we are talking about the E-Books which is easily accessible through mobile, laptop, Computer system & many users have also used kindle & this device act as a real book.

Libraries are the most trusted place for valuable information. Many libraries are updating their websites and meet the user requirement through social media platforms that will attract more users. It is easy practice to provide various information like health advisories, health services, health centres, public service information and, COVID-19 resources. Library services need to be personal, caring, kind, and respectful.

Social Initiatives & precautions while managing the library resources

- Delhi Public Library is planning to organize a sanitization drive for the library and also planning for cleaning the study materials in some way to prevent coronavirus spread.
- Library Professionals of DPL are working as per the guidelines of the Government of India by using sanitizer, masks, and maintaining the social distancing principle while working in offices.
- After the lockdown period, Library professionals must mark the return books after the cleaning and sanitization process, the books should be placed inside the racks.
- Library users can be aware of the use of masks and this should be implemented after lockdown.
- Library staff should be given proper training for work safely during this period and provide safety measures to the users of the library in this critical situation.

Library Professionals involving in social initiatives around the world
- In Ireland, library professional's work as a volunteer and help in contact tracing.
- In Mexico, library Professionals are updating and improving the quality of Wikipedia data.
- In Toronto, Public libraries are doing community service and distributing food. Acting like a food bank.
- In Penn State University, the library is providing laptops and other electronic gadgets for students who do not have, to continue their study from home. Many libraries work as the emergency coordination centre for the needy.
- In Oregon, libraries are converting into homeless shelters.
- In Oakland, book drop boxes are being used to collect spare masks.
- In the USA, Kansas City Library has been delivering bags of books to underprivileged areas [22].

To Promote Free Wi-Fi access :
- Library Professionals can provide the Wi-Fi facility for its nearby user/university students inside the campus etc. in this lockdown period for accessing the information.

Effective utilization of Library Management tools: Extend checkout date of Books
- In this pandemic situation, users can't go outside their houses therefore Library Professionals can provide the platform for extending the due date of book return and also give concession in fine. User login ID and password can give flexibility to users.
- Delhi Public library provides this kind of facility for its users. In this facility, users can extend the due date up to 2 times.
- Library card expirations and issue return dates should be extended in lockdown period.

To provide digital access for information through E-format/Media

- Digital access to information can be a challenging role for library professionals. Within the COVID-19 emergency situation, to provide valuable information to its reader is the most crucial issue.
- Various platforms are providing electronic access to various journals, mostly related to health systems. It should be one of the ways for library professionals to deal with the new technologies.

- Electronic access to the users is an excellent method for time. Information should reach the users in a frequent way, like weather reports, News, stock exchange news, pollution levels and population statistics of particular areas.
- Digital access provides the ability to digitize printed material so that users can easily access it anytime from anywhere without attending a library.

To maintain and restructure information

- Traditionally, Library Professionals have managed the libraries/information resources according to the various classification systems. The whole system takes time in a physical way, so it is necessary to use the latest library software for the same.
- The storage and retrieval of information is a more complicated task in a traditional library therefore to meet the expectations of the user and to provide the information in the right time, for storing and retrieving the data or information, digital gadgets and latest technology can be used.
- Library Professionals can effectively organize and structure information available on the internet, they require more than basic ICT skills.

To work as a preservative of information
- Library Professionals should follow the well-designed standards and guidelines for the preservation and storage of print materials.
- Electronic and digital data should also preserve as per the proper guidelines.
- Library Professionals can store the library data on the cloud server which minimizes the issue of data loss problems.
- Increasing the life of print material preservation should be compulsory of rare study materials.

To develop new skill sets and train the subordinate staff members
- It is the role of the Library Professionals to organize the training sessions for subordinate staff and trained them.
- The digital environment provides an opportunity to learn various ICT skills.
- Special training programme for paraprofessional staff, when required.
- Library Professionals are developing various skill sets like organizing webinars, developing courseware, database management, staff training programme, etc.

Other Roles of Library Professionals
- Other services, like to assist the users looking for new jobs, those who lost or fired by the company during the lockdown.
- Many libraries are already providing assistance for unemployed people.
- Many libraries are distributing the food to the needy.

Library Professionals is required variousSkills in this pandemic situation which are given below:
- Technical skills
- Communication skills
- Marketing skills
- Managerial skills
- Information Communication Technology (ICT skills)
- Library and information handling skills

- Understanding of cultural diversity
- Lifelong Learning Skills
- Evaluation and assessment skills
- Service orientation
- Customer service
- Presentation skills
- Knowledge mapping skills
- Soft Skills and more

FINDINGS

- Presently, Library Professionals are playing various integrated/Multiple roles beyond their traditional job. With the help of modern technologies or tools, we can provide the e-resources during the lockdown period.
- Library Professionals from around the worldare now understanding the need of changing their roles fromtraditional practice to multidimensional roles. As a result , Library Professionals are now playing multidimensional and versatile roles to meet the demand and expectations of societies , organizations , institutions , libraries ,etc. and this is the need of the present situation in Covid19.
- In a pandemic situation, Digital platform is the best way to serve the whole community.

CONCLUSION

In thisCovid19 pandemic situation, Library Professionals have to do all the things
- Easy access to information is an essential prerequisite.
- It is necessary for the enormous needs of all its potential users.
- Digital platforms for education is the futuristic demand of the user.
- Digital Library is in more demand in this kind of pandemic situation.
- Library professionals can act as stress busters in this situation.

Library Professionals and information professionals must be ready to meet the requirement of readers whether it is for COVID 19 or any other pandemic situations. Social distancing is the only way to control the transmission of this virus COVID 19 from one person to another. The social responsibility of library professionals is to provide the information access to the users. Information demand is also increasing inthis kind of pandemic situation.

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