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“Library Connect”

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Journal of Management Development & Research (JMDR) is a peer reviewed academic journal, the aim of the journal is advancing interdisciplinary and multifunctional academic research and management practices across different sectors and different streams. The focus of the journal is to publish research papers and cases on the state of the art business and management practices like marketing, finance, human resource management, organization behaviour, supply chain management, information technology. The audience includes researchers, managers, academicians, educators and practitioners.

The JMDR recognizes excellent researchers from different specialization to disseminate their research work both from academic and industry practitioners in the field of management. This Journal is a common platform where academicians, corporate managers and practitioner would like to share their work in the field of finance, marketing, human resource management, organization behaviour, quantitative techniques, information technology, supply chain management etc. across different sectors in India and Abroad.

The main aim of the Journal is to focus on innovation & practical applications to enhance the field of management development thinking practice and research. Therefore, contribution is always welcome from practitioners, academicians, professionals and experts working in different sectors and different specializations.

Submission:

Journal of Management Development & Research is a advancing interdisciplinary and multifunctional academic research journal and published bi-annually. Manuscript should be submitted in Microsoft word format to kjmdr.editor@kbs.ac.in. The paper should be original and should not be published elsewhere, nor should be under consideration by another journal.

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Journal aims to provide author with constructive, fair and timely review. The review will be accepted or rejected based on significance, novelty and usefulness to journal readers. A research paper once rejected will not be considered again for review. The review process may take approximate 45 days to be completed. For accepted research paper, the necessary changes will be informed and revised paper should be submitted within 15 days.

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Manuscript must be written in English and should be typed with double spacing throughout one side of preferably A4 or letter size paper. The research paper should include the title of the article the authors name and institute they are associated. The title should include an abstract of not more than 200 words. References must follow the journal style requirement. The length of the article should be restricted to 2500 words. Key words should be written after abstract.

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1. Kaplan (2000) References are listed alphabetically after the text. Journal and book titles should be written out in full.

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PREFACE

COVID19 pandemic is not a deterrent but an opportunity to think innovatively. Hence, Kohinoor Business School takes this lock down opportunity to publish a special issue “Library Connect” of Journal of Management Development & Research. The special issue is released on 12th August, 2020 to commemorate the memories of Dr. Ranganathan, father of libraries in India. For aligning with the basic principles of library science, even during lockdown, librarians are adapting to the new normal and helping their users get relevant information at the right time.

This special issue is a collection of eight articles written by a mix of librarians working in academic, government or corporate libraries. Librarian’s tuned entrepreneurs have also penned their thoughts. Few articles discuss ways to access information remotely and which search techniques can help retrieve required information. There are examples of how librarians have continued their services during lock down. There is also a case study on use of e-resources. Readers will also find articles on how social media can be used effectively to maintain the library connect with its uses. There is also an article on using open source software like Open-Shot to have impactful presentations. The article on using biblio-therapy as means of stress management is of direct relevance to all the readers.

Enhancing Information Accessibility During and Post Lock Down Amidst COVID 19 by Vrushali Rane

This paper will help librarians who wish to understand and give a thought on which technologies are best suitable for them, their users, for the IT infrastructure of the library, funding and the staff skills to catch the opportunities provided by digital innovations during and post lockdown period.

Online Search Techniques – Transitioning from “Help from Librarians” to Online Courses by Vasumathi Sriganesh

Today the world of information seekers think mostly of Google (and some generic search engines) as they do wonders when one performs a search. But, online searching obviously takes much more than only “Gogglng”, which is a great starting point and also a great supplement to other online resources.

COVID-19 Pandemic - Challenges and Opportunities for the LIS Profession: A Case Study of MMRDA Library by Vasundhara Deshpande

This article shows how a government library has adjusted to the new normal and gives information service to its users.

GNIMS Business School Library Services and Activities conducted during Lockdown: COVID 19 by Dr. Kuljit Khalon & Neeta Malik & Mr.

This paper highlights how libraries can stay connected with their library users online and help their users to stay abreast with the latest knowledge and provide them with online resources.

During and Beyond COVID 19 Crises: Bibliotherapy for Stress Management by Ravija Srivastava

This paper suggests redefining the role of librarians as biblio-therapists by building collaborations with mental health experts like psychologists, psychotherapists and counsellors, building a new skill set for themselves and designing services based on prescribed biblio-therapy procedures.

Use of Social Media by Academic Libraries in India by Sushma Karnik

This article gives an overview of social media platforms used by select academic libraries in India to stay connected with their users and promote the library resources and services.

A strategy for making effective Video presentation with an Advanced Tool by Pralhad Jadhav and Chetan Taksale

This paper highlights OpenShot, an open source tool for making slideshows, interactive presentations, and videos.

Usage Study of Open Management Gateway at KBS Library by Jayashri Mawale

This article discusses the Open Management Gateway created by KBS Library for its users. Usage of the gateway by management students is studied and its findings are summarized with comments on how this study is significant for the KBS library to plan promotion of gateway and increase its usage by adding more useful links

Compiled by
Ms. Jayashri Mawale
Librarian, Kohinoor Business School (KBS)

Enhancing Information Accessibility During and Post Lock Down Amidst COVID 19

Ms. Vrushali Rane

Deputy Librarian, SNDT Women's University Bharat Ratna Maharshi Karve Knowledge Resource Centre, Juhu Branch, Mumbai,

E-mail: libraryjuhu@sndt.ac.in

Abstract

The emerging technologies are changing libraries at a fast pace in the world of information and technology than what they were a decade ago. The importance of these emerging technologies was more so recognised in the lockdown period. Many libraries have adapted to the newer technologies and are able to satisfy their users while many more libraries still have a long way to go. At the same time the lifestyle of library users has entirely revolutionized through the introduction of digital devices. The users read and study online via blogs, social media, mobile or any other online platform. There are many hard core researchers who depend on library services in online form. This paper will be of help to the latter group of libraries who wish to understand and give a thought on which technologies are best suitable for them, their users, for the IT infrastructure of the library, funding and the staff skills to catch the opportunities provided by digital innovations during and post lockdown period.

Keywords

Information Technology, Emerging Technology, Libraries, Information Accessibility, Digital Libraries, Online Library Space, User Needs, Lock Down, COVID19

Introduction

The rapid transformation in technology has led the libraries to transform in a big way. The transformation is seen in the way one use the information or a resource especially due to the change in the format i.e. from physical to digital. To adapt to the increasing technological changes libraries need to transform and emerge themselves in the new form where there are need based technology related services offered to users for 24 hours. If one shall plot a graph of the technology based library services with technology driven users, then there are one to one and one to many dots that need to be joined. With technology on one hand and current generation users on the other, libraries need to strategically plan and decide on the service by connecting the dots very carefully. More so because of covid 19 pandemic that forced everyone to work and study from home. The necessity of enhancing accessibility of the information virtually became need of the hour which made libraries to think of innovative services than the regular ones provided to its user fraternity. It is also necessary to understand the user

convenience & method of accessing the information. For some using information on mobile is the best way while some may prefer desktop. This will enable right technology based services for user still they become information literate. Digital resources are available in different forms to the users. There are news items, archival news, articles from e-journals and e-books in various subjects, back files in key areas, videos, audio books, subject specific related database, company information, and database having learning notes, syllabus, question bank, rare collection, governmental publications, open resources and others. Libraries can provide digital access with specially designed applications devices. These could be tablets, IT zones with desktops, and laptops with wi-fi and internet access. Whereas for the pandemic scenario the access could be on the user owned device with good internet connectivity. Few of the platforms for providing links to access electronic resources are through library website, apps, dashboards, chats, whatsapp, e-mails etc.

Literature Review

There are several studies found on emerging technologies in libraries due to the digital information and newer technologies. Some of the literature is discussed herewith. However more literature can be consulted from the references given at the end.

Oyelude (2017) in the review paper describes the trend in assistive technologies for libraries and schools. Use of blogs, wikis, internet etc shall make the libraries more productive. The level of technology use may depend on the nature of information and its use. Further in another article Oyelude (2017) highlights the trends in library technologies which are posted on wikis and blogs which are leading to information literacy. Cassidy..et.al (2011) examines the use and preference of popular trending technologies to offer library services to students at Sam Houston State University. It was found that students were communicated through twitter, RSS, messages, and social networks but they do not wish to receive lot of information from library. However they are happy to receive basic easily available library services. Singh Negi (2014) highlights the use of mobile applications in the form of website and apps to offer library resources to its patrons. The findings suggested providing enhanced library services to meet the needs of ever increasing demands from the users. The digital collection can be accessed by users through various mobile technologies. User privacy also needs to be kept in mind while using digital information on mobile devices. Hamad (2018) explored the perception of library staff in offering library services through mobile devices. It was found that though the staff is aware there are some limitation like compatibility, training and infrastructure. Thus to provide meaningful service on mobile devices it is necessary to train the staff and explore the mobile features. Cervone (2010) in the conceptual paper informs that because of emerging technologies, librarians must be able to evaluate experiment and implement innovative services.

Lange (1991) explores the potential of voice technologies in library communications. Voice technologies will be facilitated by the use of artificial intelligence, expert system or new computers. Park (2017) presents the result of online survey about cataloguing and metadata in emerging standards and technologies.

The reviews reflect and provide insight into many possibilities that the libraries may come up with the help of digital data and the emerging technologies.

Objective

To highlight digital library services to enhance information accessibility during and post lockdown.

Methodology

The paper was prepared after consulting the vast literature. Some of the ideas shared were implemented at workplace. Most of the observations made here are seen practised at various libraries. Several webinars addressed the issue which also gave insight to write. The paper is the outcome of author's reading, thoughts and experience giving general overview of the emerging technology concept application to libraries during the pandemic.

The New Normal

Libraries across the globe are coping in this global pandemic irrespective of its type and its age to support learning, reading and making each and every user of its institution an information literate individual. This can be justified by the webinars conducted in LIS profession to discuss the issues of catering to users during and post lock down. For the sake of this in a digital environment, libraries must update from a traditional library to a digital library by continuously adapting to the newer technologies. The collection and services must be developed to meet the changing user expectations. The technological advancement has led to free access to information round the clock. This information when filtered to accuracy level and consumed will become knowledge for an individual. As each user is different in preference of accessing they will have a choice to get physical and online material for use. Thus we seem to have reached the age of information overload which may be called as a stage of infodemic.

Resources

To provide any service to the user it is necessary to know about the open resources available besides the resources subscribed by the library. There are huge open access resources which shall help librarians to provide variety of services along with its subscribed resources. There are open access databases, open access e-journals, open access e-courses, and open access IRs.

Open access initiative available are in various forms like e- journals, e-books, electronic theses & dissertations, directories, e-print archives, digital repositories, open education resources, search engines, blogs etc. All these resources are scholarly and useful to support academic and research work and are available free on the web.

Digital services for library users

To begin with the digital library services for users it is important to check on the broadband infrastructure of the library. Depending upon the library resource data, the interactivity that is expected between the user and the library staff, 24 hours connectivity etc broadband infrastructure has to be decided. Also the capacities of the in house server or cloud based sever where the information is going to reside needs to be checked. Interactive dashboard to answer the queries in time will allow users to ask and get the data online immediately if the broadband infrastructure is good.

Information can be provided to users from the online library space which includes library website and social media. This would be the most convenient way as user can access it from their home or anywhere else on their desktop, laptop, tablets, mobile or any other devices. Having a computer lab with wi-fi in the library will motivate them further to use the library online space. Libraries can think of providing several services through library website. Users can search the library catalogue to browse the library collection. The page can be further developed to let the user manage their own library account to place claims on the book, save their searches for future, updating personal details etc. The website can hold information on journal articles, reference sources, links to e-journals, databases, e-books etc which users can use in research. Integrate library management system to provide web catalogue with loan service and book delivery facility. Any notification from the library about timing, events, programs, orientations, trainings etc can also be posted on website for users use. Website can have a page for users to communicate with the library staff for any difficulty. Th ere could also be a space for users to share their readings or suggest good reads or new material for the library. Clear instructions or guide to use online resources will be of help. Free accessibility to the information and compatibility with any devices will attract more users to use the library online space.

With specific reference to social media, a policy in place will be anytime helpful. The post should be restricted to academic only. It is always better to hold a two way online communication on social media rather than just posting about events, photographs etc. Libraries need to think about making the social media platform lively by active participation from students and library staff. Libraries can have the days of the week defined for different services offered e.g. Every Wednesday of the week could be a display on a topic and discussion in the same, every Friday

could be about the new book arrived in the week and so on. The technological advancement will further see libraries using the artificial intelligence and augmented reality. For newer technology implementation or creating of app useful for library there could be a reward for the student. This will boost them and increase participation in library activities.

Users usually expect libraries to provide user friendly online services, wherein there is integration across the resources. Discovery based services is one such platform which will enable worldwide searching and quicker use of web catalogue, access to digital institutional repository, subscribed databases and open access resources. This full integration provides enriched content to the users in a single search platform.

Mobile based services / applications with a good mobile interface to perform on spot searches and services are seen as the future of the libraries. The use will be more of e-books and interactive videos to help in user study and learning. Create personalised library in any web enabled device. Mobile technologies are of use for disseminating information. Simple whats up or freely available way2sms service will flash short useful messages on user mobiles so that they are updated and aware about the same.

The **other aspects** that one needs to look at while working in the digital environment are discussed here

Cooperation and networking

The increased accessibility to the information in digital environment is to network. Libraries are good at preserving and organising information for its users. Each library has developed its collection based on the expertise suggestion at their place and the goal of an institution. Working in partnership with other libraries can create union of resources, exchange of resources and sharing. The realization of accessing information in a digitally collaborative platform is much satisfying than it used to be in a traditional way. Also consortia has allowed group of libraries benefit on prices of online resources, library management systems and connectivity with the service providers. In pandemic situation the subject guides prepared by libraries shall be highly beneficial with cooperation and networking.

Human Resources in Libraries

Libraries can focus and develop digitally when there is a strong leadership. The leader needs a deeper understanding to improve library with the digital flow and ultimately achieve the institutional goal. If the leader is proactive in approach, open to innovations, and ready to let go of out dated practices then it is much likely to change the mindset of other staff in the library. This will help to face the change and challenges easily. Every librarian has to take an authority and be a specialist at its institution level. One needs to lead by guiding and becoming an information prescription for its community. The new entrants in the field or the existing librarians

should work in line with the leader and develop its capacity to become future leaders. It is possible only when the library staff gets appropriate training to deliver the digital services using online space and is aware of computing and several other essential technological tools. Librarians must upgrade from the LIS skills to specific skills like data analytics, communication experts, blended librarianship and thus getting right skills to provide innovative customized way to connect users to information.

Financial Resources

Pandemic has changed the way in which libraries spent for its resources. The digital library services that can be offered by the libraries will vary from library to library. The most important factor that needs to be kept in mind is the return on investment. Depending upon the financial status of a library, one can think about high end products by investing a good amount to get higher productivity and efficiency, or products that are available at a reasonable cost. It is important how so ever to calculate the Returns on Investment (ROI). If all is going to be free of cost to the users then proper budgeting and fund raising techniques has to be applied. Funding is the biggest challenge for the libraries especially in virtual environment. Each library can make a case of its strengths, abilities and values to gain recognition and support from the donors.

SWOT

In order to improve digital services, it is necessary to create a feedback mechanism online which has built in survey or short communication to the librarian user technology survey will make things clear about what actually users want and help libraries to customize the digital services further. Libraries can themselves work out on their strengths, weaknesses, opportunities and threats. This will help to build up a long term relationship with the users as they play key role in customizing the services library provide and for better user experience.

Challenges of Digital Change

The changing user attitude puts libraries into several barriers to change in this pandemic. Google and Wikipedia helps users to get information from anywhere at any time on a tab. But the web needs to be explored for quality content. Only the library staff can do so by sharpening their searching skills to deliver right content to users. The resources are also huge and scattered in the digital space. Libraries need to give directions to its users to move on the right path till right information is obtained. The interfaces that are seen on the website of other organizations or commercials are so much digitally literate and updated, that users expect the same from the library digital space. There are number of infrastructural challenges that libraries have to face. These problems grow in number due to budget crunch. Thus keeping these difficulties in mind and constantly catching up with range of physical and digital activities, libraries have to strive hard for future sustainability.

Conclusion

Libraries play vital support in teaching and learning process of any individual especially in a pandemic situation. The libraries will now have both physical as well as online library space. It facilitates learning to learn and support research in a big way. The libraries have to think about innovative and user centred library while planning and delivering services. The technology need to be applied to create robust possibilities and solutions that meet user's needs. In short there is a need to provide a smart library for the smart users. This can be easily achieved by providing online access to library resources through various online platforms. The library website page must be a point to look at the links to existing resources as well as open source resources. For the print resources, libraries can think about providing the scan copy of the contents page and further providing the scan copy of full text as per user need. Last but not the least libraries must often interact with users in the form of conducting an online orientations or training programmes on how to use resources or a quiz or an activity with an incentive. Thus, being virtual and satisfying user needs virtually is the new normal for libraries.

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Online Search Techniques – Transitioning from “Help from Librarians” to Online Courses

Ms. Vasumathi Sriganesh

QMed Knowledge Foundation. A-3 Shubham Centre, Cardinal Gracious Road, Chakala, Andheri East, Mumbai 400099.
Email: vasu@qmed.ngo

Introduction:

Librarians think of “searching” with an angle that is completely different from the average information user. Trained in the art and science of helping library users find the most useful information, librarians or information managers think of searching as a several layered process. (Gulten Wagner, 1996). This includes interviewing the information seeker for every angle from which the user seeks information, thinking through which resources may be most suitable to answer the question, identifying the concepts to search, finding the best terms for each concept, running the search, evaluating the results and modifying the processes at various steps as needed. This also includes thinking of limitations like money available to spend on resources beyond what the library has. However today the world of information seekers thinks mostly of Google when thinking of “searching for information”. While there is no doubt that Google (and some generic search engines) do wonders when one performs a search, online searching obviously takes much more than only “googling”, which is a great starting point and also a great supplement to other online resources.

Important points to remember while searching online:

1. Know your resources well. Every resource you visit online – whether you visit it by someone recommending it to you or if you land on the site after a generic search, you must know some things about the resource. This includes - what the resource covers, importantly what it does not cover, who is behind the source, how often it is updated and what are its special features? Without knowing all these details, you can never exploit a resource properly.
2. When you search for a word or a phrase, the results contain your search term. There is no guarantee that the results are *about* what you searched for.
3. You can “tag” your search terms to say where your terms should appear. You can specify that your terms should appear in the title, or in the url or in the body of the results and more
4. Some databases have a feature where they “index” every record of the database with standard terms or controlled vocabulary. For example in the ERIC database (<https://eric.ed.gov/>) which is a database of articles related to education, there are articles on eLearning, mLearning, Mobile learning and Online learning. All such articles are “indexed” with one standard term – “Electronic Learning”. There is a thesaurus of such standardized terms. If you visit the website,

you need to click the tab – “Thesaurus” just above the search box. Enter any search term and remember to choose “include synonyms”. So if you type the term mlearning and do this, you will be told “Instead of this term use “Electronic Learning” (which is the standard thesaurus term). You will then need to click the term electronic learning and in the next page click the link – “Search collection using this descriptor”.

While searching databases that have a thesaurus, it is important to find the best thesaurus term for a concept (in this case for the concept of eLearning, the best thesaurus term is Electronic Learning). Many thesaurus terms have broader terms (in this case “Learning”, and “Technology Uses in Education”. Some have narrower terms too. And then there are related terms. When one wants to do a comprehensive search, one needs to choose some of these too.

Once we find the best term, we must search the database with this term, to identify all articles *about* this concept.

Different authors may have used different terms (mlearning, mobile learning etc), but we need to search only the term Electronic Learning and get all the literature on it.

5. Combining terms correctly while searching for a topic. Most people tend to type an English language query – example – “Students interest in classroom teaching”. A good search in databases is not done this way. We need to find out the standard terms and combine them with “Boolean operators”. The most common operators are AND, OR and NOT

a. AND operator: When you combine two terms with AND – example UG students AND PG students, you are not searching for ***all articles covering both***, but for specific articles where information about both these groups of students appear ***together***

b. OR operator: Combine the same terms with OR and you get articles either about UG students or about PG or about both groups together

c. NOT Operator – UG students NOT PG students will retrieve all article about UG students and *from these*, it will remove any article where PG students are mentioned

d. Some databases have NEAR and NEXT operators. These specify how close search terms must be to each other

6. Truncation – this is the step by which one can search for word variations. For example Diab* will retrieve diabetes, diabetic, diabetics, diabetology and any more variations. Some databases have a starting truncation option – where we can search for *operative – and retrieve preoperative and postoperative. Some have truncation options in the middle of the word – eg – wom?n – retrieves woman and women. It is important to remember that some databases offer only one truncation search option while some offer several.

7. Sometimes the same database may be available through different front end websites, each having its own advantages and features. Eg – PubMed – a database for medical literature has several different front ends. The original database Medline – has only all records where the thesaurus terms have been added. It also has records only from selected journals. However

PubMed – a newer front end for Medline has lots more journals, but only the Medline journals have the thesaurus terms. In PubMed there is only the last character truncation available, whereas some of the Medline front ends have more truncation choices.

8. Exporting results – again different databases / front ends offer different export options. Depending on the reason for your doing a search, it may be important to make the choice of the front end that gives the best export options

There is a lot to learn about the right methods of online searching. One needs to learn how to narrow down search results to get the most relevant results. But, one also needs to learn how not to miss any study, especially if one is doing a systematic literature review on a topic. Both types of searching require specialized skill sets.

Case study:

QMed Knowledge Foundation – a Mumbai based not for profit organization [www.qmed.ngo] was founded by the author of this article, herself a qualified librarian. The Foundation has taught these skills since 2008, to a large number of students and professionals in various health sciences streams. We have a small team of librarians and trained information professionals, who taught and mentored its target audience in these skills. Over the years, there were requests for having such courses online.

Transitioning from “help from librarians to online courses”:

The Foundation launched a couple of online courses in the years 2018 – 2019. Interestingly when they announced these, while many took up the online courses, many others suddenly expressed that direct learning was a better method and requested for workshops. We not only did not give up, but during the pandemic of 2020, revamped the courses and launched a brand new site – [www.qmedcourses.in]. We made several improvements from what was done earlier in 2018-19.

The videos in the new site are short – ranging from 3 – 12 minutes duration, so that people can learn in bytes. The number of videos is obviously more, but the advantage is that later, a participant can go to any specific topic, to revise the same, instead of wondering in which video the topic may have appeared.

Soon after the launch of the new site two institutions took up a subscription to the courses. One was a large medical college and the other a well-known research institution. Both had gone through the Foundation’s live workshops in 2019, and were sure of the quality of the online course. The pandemic has made it more conducive for them to accept online learning as the preferred method. More importantly the costs are so much lower for an institution (compared to the cost of organizing a live workshop), because they do not have to pay for a trainer’s travel,

stay and more, and participants do not need to spend a full day away from work. They learn at their pace and they can revisit any lesson any time. And the best part is that they can contact the trainers via the system at any time, and get doubts cleared.

Putting up full-fledged online courses requires either a readymade Learning Management System (LMS) or the use of an open source LMS like Moodle (which is what QMed used). An open source option requires someone to learn the technology of installing, updating and more.

The other investment is the server facility. QMed started by using a Virtual Private Server (VPS). But very soon we realized that our numbers are increasing and the sooner we move to cloud hosting the better. We are currently exploring cloud hosting options.

Then there is the job of ensuring easy methods of registration and then monitoring the performance of all participants, and helping them with their specific needs. We figured out bulk importing of participants and self-registration methods. We have worked on monitoring the progress of participants. We have already mentored one student with a higher level learning need, over an online meeting call. We know there will be many more. And that we have to strive at continuous improvement processes. It is an exciting journey ahead.

Conclusion:

This journey by a small group of librarians is definitely worth emulating in every scenario. Any institution can plan for their library to put up a series of small lessons for their users – on how to use their library collection and also online resources they subscribe to. The librarians can offer online mentoring in varied forms including online meetings. We believe this is a good time for all institutions to explore the options of integrating excellent online research practices into the curriculum, with the joint involvement of faculty and library professionals. A start can be made with just presentations, videos and google form quizzes! And then the migration to Moodle or alternate learning management systems can be planned. It is all about the best integration of real time classes with online teaching.

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COVID19 Pandemic - Challenges & Opportunities for the LIS Profession: A case study of MMRDA Library

Ms. Vasundhara Deshpande

Librarian, Mumbai Metropolitan Region Development Authority (MMRDA), Mumbai
Email - vasundhara.deshpande@mailmmrda.maharashtra.gov.in

Abstract:

COVID19 pandemic has disrupted the functioning of the world in more ways than one. Unsettling life and creative havoc, it has brought the world down on its knees. Ironically it has also brought about a re-emergence of a new wave of surviving this calamity and shift in the thought process of dealing with this problem. Along with the challenges, it has opened up opportunities to look at life in a new and fresh perspective.

The LIS profession too, a victim of sorts of this pandemic, is also a classic example of a survivor who has re-emerged and re-invented itself by adopting new skills, practices and learning to adapt in the current scenario.

The MMRDA Library, showcased in the article, highlights its role played during the lock-down and also in the Unlock phase, thereby proving that the Library is not just a growing Organism but a tough fighter of Viruses too!

Keywords: COVID19, Pandemic, Lock-down, Unlock phase, MMRDA Library, Rejig; Re-invent, Re-skill.

Introduction: The emergence of the Corona virus and the subsequent COVID19 pandemic initially brought the world to a standstill and forced lockdown. Shock, fear uncertainty, gloom and many similar emotions predominated and impacted all aspects of day to day living.

Slowly and gradually as the world again goes into an Unlock mode, there is hope, optimism, and a sense of reassurance that all will be well. Ways and means to deal with the pandemic are being bombarded across all information sources and platforms and it is only a matter of time when the Post Covid19 times will spell the new Normal way of Life.

Impact of Covid19 on Library services: When the Covid19 stuck in full force all sectors were severely impacted, Libraries being one of them. The initial reflex was to close down the libraries because of the contagious nature of the Corona virus. All forms of social and physical contact which could occur in a library set up were barred and closure was the only solution. Just like other professionals resorted to the Work from home (WFH) scenario, Librarians and Knowledge providers followed suit. Access to Library servers was provided by the Organizations and Institutes and many LIS professionals without much delay adopted the WFH culture and adapted to the new situation.

Challenges inevitably arise in this pandemic situation. In many cases Libraries and the LIS profession in general is facing an identity crisis. Even in Pre Covid times the sustainability of this field was on tenterhooks, which has only become more evident now. The stark issues like:

- Decreasing footfalls in the library
- Budget cuts for acquisitions
- Manpower cuts
- Multiple roles assigned to Library staff
- Physical library spaces being usurped for other activities
- Pay scale and wages not accorded at par with other professionals in the market

Post Covid19 scenario will require the LIS profession to be competent and dynamic to justify their presence in the entity they are attached to. It will provoke re-thinking ways to keep the field sustainable. The Four 'R's will be of utmost importance in the coming times:

1. **Re-invent:** Personal excellence, analytical thinking, creativity, originality and taking initiative, crossing boundaries are some of the aspects one will have to adopt.
2. **Re-skill:** Learning new skills pertaining to core domain areas and other open ended skills will open up possibilities to multitask and enhance productivity.
3. **Re-educate:** Strengthening fundamentals, active learning, application of domain based knowledge, subject expertise, training and updating in new technology will become essential.
4. **Rejig:** LIS professionals will have to think out of the box, become innovative and creative in applying their knowledge not just confining to library services but other domains as well. They will have to re-image their personal and professional profiles to suit the demands of the multiple roles they may have to play. **(Srivastava, 2020)**

Case study of MMRDA Library:

The MMRDA library in Mumbai houses a rich and specialized collection in documents related to Urban and Regional Planning, Traffic and Transportation, Heritage conservation and Environment Improvement of the Mumbai Metropolitan Region, Govt. of Maharashtra Acts and Committee Reports, IRC Codes, Reports of the Mumbai Metro and other infrastructure related sources.

The library services are availed by MMRDA in-house readers, but also give open access to visitors seeking reference and information sources on the above subjects.

The library collection is available on the E-Granthalya Cloud 4.0 and most of the functions are managed through the various modules on the software.

Services provided during Lockdown:

It is pertinent for the MMRDA library to continue to provide information and reference services despite the initial physical closure .However after the Unlock phase the library has opened up

and the staff attends to routine work as directed by the office rules and orders. The Librarian is logged in from home to carry out basic online services.

Though the major collection is available in the physical format, there are important reports which have been digitized and are accessible through the E-Granthalya Web OPAC, albeit only for the MMRDA employees. The following services continue to be provided:

- Assuring remote access to content for library users
- Sharing of MMRDA News Alerts
- Sharing of Scholar Alerts from time to time as and when received
- Dissemination of Online journals
- Sharing links to relevant free content
- E-Newsletter covering updates, employee contributions, and highlights of the organization
- Answering to reference queries through mails, telephonic and other platforms
- e-Granthalya Mobile app is made available for users.
- Using Social media to track readers to provide customized services.

The virtual presence of the Library in the lockdown signifies and sends an important message to the organization and management that the library services are available at all times despite the constraints of such times. Timely responses to reader queries, communications with vendors and other stakeholders are effective in maintaining the connect and establishes the security for continuity of services and also justifies that the library is an indispensable unit of an organization / institution and committed for serving its users.

Measures taken to Re-open MMRDA Library:

As directed by the MMRDA Office order wherein employees have been asked to resume official duties, 15% of the staff from each department is expected to attend their respective departments. In accordance, the Library staff worked out a plan to attend office twice a week (until further orders) so that close contact could be avoided.

- The organization has made safety practices mandatory and protocols strictly for every person entering the office premises.
- Temperature checks touch free sanitization equipment installations in all access and personnel movement areas.
- Instructions and graphic signage boards at entrances, lobby areas, lift, on notice boards placed for easy visibility.
- Visitors to the library to call before real visit.
- Circulation transactions on hold or limited circulation only for urgent and important requirement.
- If at all documents /books are returned they are kept in a far corner and sprinkled with sanitizer. A '**Wait Period**' of at least a week is observed before shelving.
- Staffs are directed to wear mask and other protection gear all the time in the library.



Some signage posters pasted in the Library premises

Post Covid19 situation: A game changer!

Surely and certainly when Mission Begin Again is in full force and the New normal becomes part of our regular lives, re-thinking the situation will throw up many opportunities to recover and re-invent professional dynamics.

Seizing the opportunity, measures to implement certain practices will be proposed for the MMRDA Library .

1. Digitization of resources: The digitization process was partially done in the first phase, Now Emphasis can be to include other collection too.
2. Acquisition of E-resources: E-journals and E-books to be added to the collection.
3. Proposal to increase Library budget: E-resources being expensive will require enhancement of library budget
4. Knowledge management lectures to go Online through Webinars
5. Online Orientation to employees from time to time on the use of E-resources.
6. To encourage active usage of Library Mobile app.
7. Regular usage statistics to be submitted to the management to justify Library presence.
8. Regular maintenance of hygiene practices in library by following standard safety protocols.

Conclusion:

Daunting as the Covid19 pandemic crisis may seem, it also brings a unique opportunity to re-assess LIS services. Globally new practices and innovative services are bound to emerge. The LIS profession has always been a step ahead to adopt new technologies to serve the community effectively. In India particularly, the recent news of Google investing 10B dollars is a boost for technological improvement. LIS has always used various Google products and applications in their sphere of work, now with this development more opportunities for re-skilling will open up in the ICT sector. **There is always a silver lining around the dark clouds!**

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GNIMS Business School Library Services and Activities conducted during Lockdown: COVID-19

Prof. Dr. Kuljeet G. Kahlon

Library Manager, Guru Nanak Institute of Management Studies, Mumbai - 400019

Email: kuljit@gnims.com

Ms. Neeta Malik

Assistant Library Manager, Guru Nanak Institute of Management Studies, Mumbai - 400019

Email: neeta@gnims.com

Mr. Baljit Kaur Dhindsey

Assistant Sports Coordinator, Guru Nanak Institute of Management Studies, Mumbai – 400019

Email: baljit@gnims.com

Abstract:

This COVID-19 lock down period though challenging in the personal front gave us many learning opportunities as a learner and academician. In this crucial period, we had to adapt quickly to the digital world, whether it was ordering online or paying bills, attending online Webinars or conducting online classes and events and connecting with people across the globe.

We would like to share our insights, how we at GNIMS Business School Library converted this period to a productive one... We were at home since March 16, 2020, onwards and continuing following essential's norms provided by our Government like maintaining social distancing, staying at home and going out only with valid reasons. We have been at home for more than 106 days, managing our personal and professional life effectively. In our personal life, we have managed our home responsibilities without house help and fulfilled our family's requirement day by day. We have performed this responsibility very well without any problem. At the same time, we gave our best to our profession.

This paper highlights how Institute have taken initiatives and we stay connected with our library user online, sharing information and conducting some valuable activities to keep our users abreast with latest knowledge and providing them with online resources.

Keywords: *Value Add Activities Lockdown, Library User, Role of the Library, Utilization of the Library Resources.*

Introduction:

COVID-19 is the infectious disease caused by the most recently discovered Corona Virus. This outbreak began in Wuhan, China, in December 2019 and spread all over the world. This pandemic provided a challenge and opportunity to everyone to fulfill their responsibilities both professionally and personally. Technology has helped all of us to innovate and create new ways to share knowledge.

GNIMS library has always been ready to take any initiative which will help library user increase their knowledge. In our professional contribution, we had organized four webinars for students, researchers, and library professionals, wherein we received overwhelming responses across the

country and more than 4500+ participation in one of our webinars. Besides organizing webinars, we have also accomplished many tasks assigned by our Institute from time to time.

Literature Review:

The COVID 19 pandemic is rapidly spreading to countries around the globe (Lipsitch, Swerdlow, & Finelli, 2020). Libraries, as a social institution, are responsible for ensuring public health awareness and the provision of up to date information to clinicians and managers. However, in the age of multiple information sources and diverse communication channels users do not always access the most valid information. It is estimated that there are 11 different types of information sources ranging from valid information to untrusted or doubtful information (Ashrafi Rizi and Kazempour, 2020).

Experts in the field of infectious diseases suggest that during a pandemic virtual communication provides a good way to inform patients who are in isolation wards (Hollander and Carr, 2020).

Google Trends has become a useful tool for monitoring awareness about public health at both national and international levels. It shows a relationship between topics related to COVID 19 and search volumes (Hu et al., 2020).

Response of the Global Libraries:

The obvious and a quick response to COVID-19 impact, the libraries across countries work to strengthen, the information delivery and services virtually. Libraries start to work together to orchestrate the international response and drive the information delivery process and other international institutions in the right direction. When we look at the evidences for a strong library support in the major global libraries, we encounter with a variety of library virtual services.

The Massachusetts Pharmaceutical Health Library is committed to continue their support of the community's research, learning, and teaching endeavours. Realizing the online services, they have moved online, and serving to maximize the electronic accessibility of the resources and extend a possible remote research and digital learning support. Besides, they continue to offer the connection of the users to the librarian with the right expertise.

The MIT ensures the continuity of their e-books, online journals, databases, and other streaming/electronic materials as usual. See more information about connecting from off-campus are specified besides the coordination of the staff members with major publishers and digital platforms to provide expanded and free resources for remote teaching, learning, and research.

The Bond University Library offers Ask a Librarian service particularly in the wake of the pandemic besides the usual Electronic Resources services without any change to the existing licenses whereas the Yeshiva University Libraries continue to offer services and resources for remote teaching, learning, and research. A special service is instituted called as 'Meet with a Librarian virtually'.

With a theme, 'Library Services during COVID-19 Pandemic Crisis' the Digital Access and

Virtual Reference (Online Research Help) is available at George Mason. Many Indian libraries are also offering remote access to many electronic resources and the notification of the availability is published in the respective web pages of the libraries.

Problem Statement: This paper highlights value adds activities conducted and organized for library user during this pandemic and it impacts on the library user. It is emphasizing that how a library plays a vital a role and bridge the gap during the lockdown period. We have emphasis to reach out to the library user. Does GNIMS Library play an important role in this difficult situation, to fulfil the needs of library users in their studies?

Objective of the Study:

- To examine user has adopted digital platform for learning
- To explore/ conduct value adds activities during lockdown.
- To examine the fulfilment of library users needs during lockdown.

List of Activities conducted by the GNIMS Business School Mumbai

1. ProQuest Webinar on ABI/INFORM Global and its Best Practices for GNIMS Library Users.

This webinar was conducted on Wednesday, April 28, 2020 from 11am to 12 Noon through Webex Meet Online Platform. This webinar emphasized on ProQuest Database and its Best Practices to facilitate Research, Teaching, and Learning Activity. The Resource Person was Mr. Srijiith Sasidharan, Trainer, ProQuest Database. 355 participants attended this webinar.

Some take ways from this session by the user:

- It was a wonderful session and got some good idea to use ProQuest.

This was our first event. It gave us more learning in terms of the valuable feedback received from the participants. Certificates were given to all the participants. We gathered more knowledge about the online learning platform for the various events.

2. Webinar on How to Use Turnitin Software for your Research in Lockdown Period:

This webinar was conducted on May 4, 2020 from 2.00 pm to 3.00 pm through Zoom Online Platform. More emphasis was on Identifying unoriginal content with the world's most effective plagiarism detection solution. Manage potential academic misconduct by highlighting similarities to the world's largest collection of internets, academic, and student's paper content. Resource Person was Mr. Sarthak Dangayach from Turnitin India Education Pvt. Ltd. There were total 4500+ participants who attended this webinar.

Some take ways from this session by the user:

Learnt about Turnitin and huge information. It is very useful software for research. Resource persons clarified all doubts very clearly

3. Session on using GNIMS Library App for referring online internship projects.

This online session was conducted by Dr. Kuljeet G. Kahlon on Thursday, May 21, 2020 from 4.30 pm to 5. 30 pm for students of MMS (B). The highlight of this session was on how to use the GNIMS Library App for referring to the previous summer internship projects. This session helped students in preparing their summer internship projects.

Some take ways from this session by the user:

- The session was very engaging and very interaction by the students.

4. Webinar on Author Outreach Program by Eminent Author Mr. Harsh Pamnani.

This webinar was conducted on May 31, 2020 from 1.00 pm to 2.00 pm through Zoom Online Platform. This webinar was jointly organized by The Center of Excellence in Marketing and GNIMS

Library. Eminent Author Mr. Harsh Pamnani, Author of Booming Brands shared an insight into his new book and throw light on how brands are created. At present his book is trending at Number 1 Spot on Amazon. There were total 250 participants who attended this webinar.

Some take ways from this session by the user:

- Fantastic session, please do such more and Great interaction. Very informative and knowledgeable session

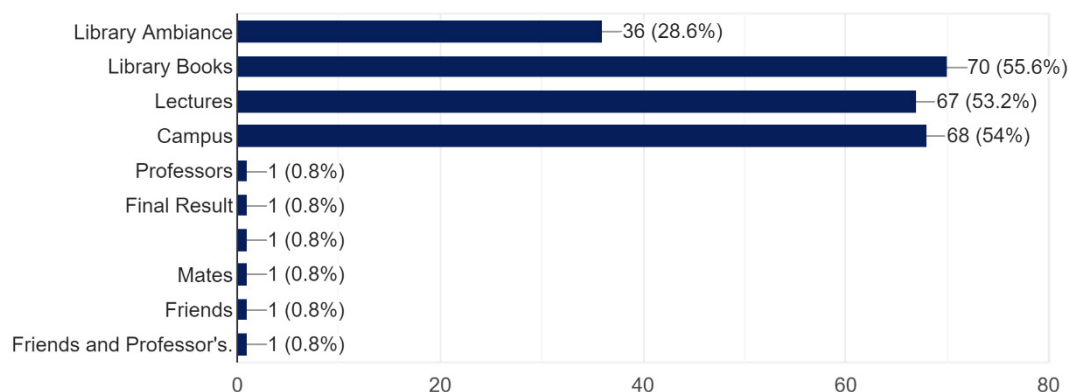
Data Analysis and Results:

A questionnaire was prepared and a survey was conducted. The data was analyzed using Excel and Graphs to understand the Library Users perception and their opinion about lockdown period, etc. The participants responded as per their choice. Likert Rating Scale was used.

Respondents Details from Questionnaire’s

What do you miss a lot during Lockdown COVID -19?

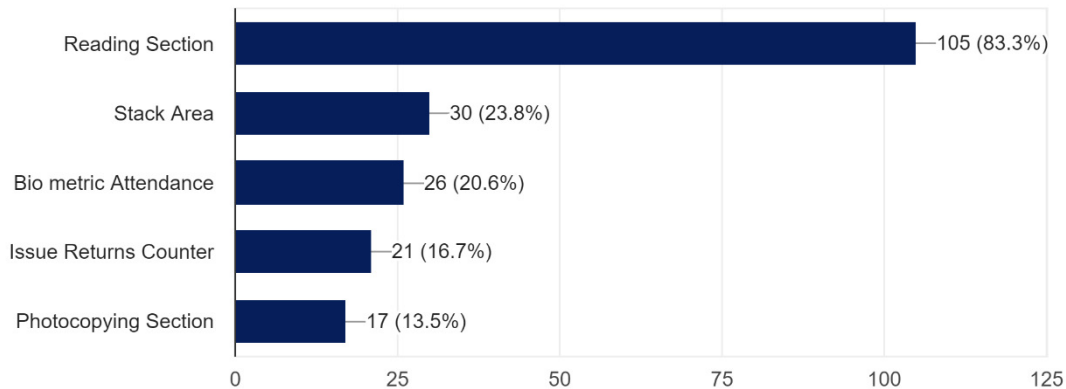
126 responses



Interface: In this graph out of 126 respondents 55.6% were missing library books, 54 % were missing campus, 53.2% were missing lectures, and 28.6% were missing library ambiance.

Which Library Section you miss a lot ?

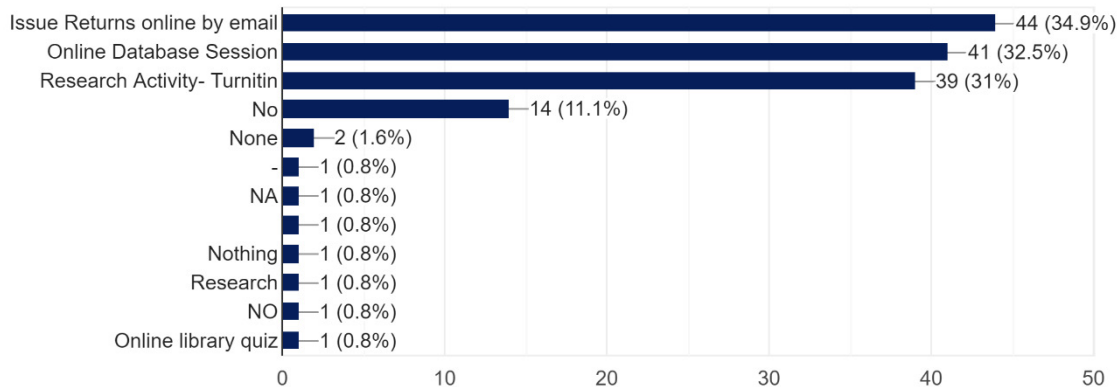
126 responses



Interface: In this graph out of 126 respondents 83.3% were missed Reading section, 23.8. % were missed stack Area, and 13.5% were missed photo copying section.

Have you attended any activity conducted by the library?

126 responses



Interface: In this graph out of 126 respondents 34.9% renewed their books online by sending emails, 32.5 % attended online database session conducted by the library.

Conclusion:

This research highlights a few pertinent points on the library users' preferences, which will create a good impact on their study and knowledge gained. GNIMS library provides support to the researcher for conducting online sessions, benefitting library users and the Institute. GNIMS library also provides Internet/online facilities for their library users. GNIMS library will try their best to continue to provide library services in this difficult period. A need for information and knowledge exists in every crisis and librarians and information professional must be ready to meet this need for the benefit of its users. Information access to users remains the primary and social responsibility of librarians and information personnel. Maintaining social distancing and

giving access to online resources on the library Website and organizing various value add activities is a good initiative of GNIMS Library.

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During And Beyond COVID-19 Crises: Bibliotherapy For Stress Management

Ms. Ravija Srivastava

Image Consultant

Email: info@ravijasrivastava.com, s.ravija@gmail.com

Abstract

The COVID-19 crisis has manifested in various kinds of stress levels among people emanating from complex equations in economic, social and political realms of the entire world. Libraries are service institutions and supposed to help people with pure service orientation. In current VUCA condition, people can benefit from any such service that absolves them of anxiety on a daily basis. Bibliotherapy is not new to librarianship. This paper suggests redefining the role of librarians as bibliotherapists by building collaborations with mental health experts like psychologists, psychotherapists and counsellors, building a new skill set for themselves and designing services based on prescribed bibliotherapy procedures.

Keywords: *VUCA, bibliotherapy, disruptive, PTSD, literatherapy, biblicounseling, biblioguidence, skillset*

When Human Life Got Disrupted

According to Merriam Webster Dictionary Online, Disruption means “a break or interruption in the normal course or continuation of some activity, process etc”. Based on this definition of the term Corona Crisis can be safely interpreted as a Disruption in overall human life. According to World Health Organization website until July 26th, COVID 19 or Corona Virus Crisis of 2019-20 has so far infected 15.7 M citizens of planet earth. Ferociously spread over 216 countries or territories of the world, it has already claimed 640K lives. For the past few months several countries of the world have been under complete lockdown at different times and economy has come to an unnervingly serious condition. It started with first cluster eruption reported in Wuhan, China on the eve of New Year. We can safely say the New Year 2020 started with the official news about Corona Virus infections which continued to grow in numbers and regions infected with each passing day. Finally, 70 days into confusion and uncertainty, WHO declared it as a pandemic and sanitisers, masks, PPE and gloves became part of regular routine worldwide. We must remember that the Corona Virus Pandemic is first of its kind of experience for most of the people alive today. Therefore, an inevitable state of confusion that loomed large over the entire human race is nobody’s fault. Decisions taken during the last few months by governing bodies, leaders, policy makers and heads of organizations around the world can be put under scanner some other time. For now, it is beyond the purview of current study.

What concerns us as of now is the sequence of events as they unfolded during the last 4 months, starting March 22 when Indian Government announced complete lockdown for three weeks. Subsequently the lockdown was extended twice to additional two weeks and also experimented with some relaxations in identified areas. At the same time based on intensity of spread and rate in increase of number of cases, color coded zones were demarcated and restrictions imposed with respect to opening and closing time of shops, movement of vehicles and people and also number of people allowed to gather at a place. Mass media continuously fed information to make people aware of preventive measure to be followed, importance of simple hygienic habits like washing hands, wearing masks, using sanitisers and maintaining social distancing. Behind closed doors children attended classes online and everyone was working from home. Theatres, malls and restaurants shut down. Street food vendors vanished. Online ordering of groceries, sanitising every item that enters home became a regular feature of daily life. All this is a result of Pandemic that experts label as DISRUPTIVE.

Stressful Disruptions in People's Lives

1. Unemployment: On May 7 CMIE reported that 12.2 Cr people in India lost their jobs during the month of April. Although 75% were estimated to be small traders, daily wagers and labourers which prompted reverse migration to hometown in large numbers and resulted into greater problems for both central and State Governments. However, special travel arrangements ensured minimum damage in terms of Virus spread. But today unemployment is at all time high and with no work avenues in smaller cities, towns and villages basic survival is hanging by thin rope of freebies provided by the Government. Means of livelihood to ensure regular flow of income seems nowhere in sight. The 25% of those who lost jobs were freelancers, entrepreneurs and salaried staff. They are barely surviving on savings and struggling to make both ends meet. Corporate and Private firms are resorting to retrenchment including mass lay-offs, thereby adding to challenges of basic survival for common man. Leading current affairs magazine India Today in their June edition reported an estimated loss of 130 million jobs of which 40% would be blue collar. In the same article they go on to elaborate lists of industries/work sectors that would be most and least affected by COVID 19 pandemic.

2. Financial losses: For some, losing job translated into a full stop to salaries and wages whereas for yet others especially those in-service sector various forms of financial loss are on the horizon. Economic times com conducted an online survey that brought forth some interesting facts about the impact of COVID 19 – (1) Employees with work experience as high as 14 years might also lose their job, (2) Most employees will continue with the same job despite substantial cut in their salary, (3) 50% respondents indicated some kind of up skilling

via online courses during lockdown period. Certain measures taken by Government to maintain economic equilibrium in the country, like increase in oil prices further added to the financial pressures of both service class as well as business class, because as lockdown is lifted, people have to commute for work in the least and in absence of public transport they resort to using private vehicles. Those who have to pay EMIs worry about finances because of the apparent disbalance in inflow and outflow made more complicated by RBI imposing cuts in interest rates on their hard-earned savings.

3. Fear factor: Since the imposition of first lockdown hoardings, TV channels and social media platforms are flooded with messages meant to educate the common man about perils of corona virus at large. These awareness messages about the social distancing and preventive care coupled with stringent actions by police instilled a certain amount of fear factor in their minds. In due course of time industries related to essential services like pharma sector were required to pick up and be back in business. At this juncture when field force was asked to restart there were some inhibitions and challenges with respect to mind blocks about work from home as well as going out into the field. Education went through tremendous transformation. Teachers contributed extensively to adopting to online platforms like Zoom, Google Meet, Microsoft Teams for online classes. However, a substantial number of senior teachers in schools faced difficulties to make this transition. Fear of facing camera is still major hindrance for them. Many parents opposed online teaching. Several employees objected to WFH via digital window. Their chief concern being over-exposure to digital devices may have adverse effects on physical and mental health of the subjects.

4. Loneliness and Confusion: After a month into the lockdown, migrants away from home and family, be it labourer or an IT professional, while staying confined to home, not being able to meet their peer or go outside, got bored with loneliness and insecure because their life and livelihood was at stake. In the beginning binge watching TV debates, Netflix and Amazon Prime shows was quite enjoyable but gradually “non-productivity syndrome” set in and people became restless because of either loneliness or excess family time aggravated by Volatile, Uncertain, Complex and Ambiguous (VUCA) nature of prevailing conditions.

5. Ultimate Loss: It certainly cannot be overlooked that 640 K people have died worldwide during the last few months due to this deadly virus. It also means millions of people mourning the loss of their loved ones. In India more than 32 K families are in the mourning. And this loss is irreplaceable. The saddest fact is that this particular contagion, its rapid spread and treatment in isolation adds to the misery of family of a deceased person. Once detected COVID 19 positive there is almost negligible chances of any form of contact with loved ones and in case of casualty dead body is disposed of by medical staff. It makes the entire

experience emotionally more miserable for the family left behind who are denied all access even at the time of last rites.

6. Trauma was Predicted Much Before: As early as March, Psychology experts sent out warnings about PTSD, Emotional Breakdowns, and Stress related problems soon to arise and they categorically asked their fraternity to be ready to help people bounce back. Today it is so obviously seen around. High rising cases of divorce, domestic violence and outrageous conflicts with hospital staff or police officials are all indicating towards emotional and psychological unrest in general public. Every reason enlisted above is capable in itself to cause unbearable trauma for any normal human to withstand. A mix of them can push people to unknown extremes.

With so many reasons and conditions to evoke stress among general citizenry of the country, there is no doubt that a strong network of experts needs to collaborate and devise a robust mechanism to reach out to people at individual level with supportive measures. We are in dire need of reach-out services with interim relief of intangible nature meant to calm down nerves and maintain basic sanity of an individual struggling to find solution on his own. People need resilience, patience and hope to sail through the rough waters. Although they are trying their best, there is still no guarantee for how long the VUCA (Volatile, Uncertain, Complex and Ambiguous) situation will prevail. Therefore, a service built around mindset transformation and constant motivational support will work wonders for the entire populace.

A solution that this paper presents in the current scenario is that library professionals and mental health practitioners can come together, use the resources of libraries, based on model of bibliotherapy procedure, develop services and reach out to individuals in huge numbers via mobile technology. To elaborate the functionality of the proposal, let us look at established facts followed by recommendations from the author.

Bibliotherapy - Concepts

Literature review shows extensive use of bibliotherapy in clinical treatment of patients suffering from acute anxiety, depression, stress and other mental illnesses. Its history dates back to the ancient Greece where one could find the words “The Healing Place of The Soul” inscribed at the entrance of a library at Thebes (Yilmaz 2014). An article by Ves Thomas (Thomas 1967) written in 1967 reinforces the very same concept merely through its title - “The Power of The Book”. Simply stated the term Bibliotherapy means ‘Use of books for treatment’. However, there is a wider connotation that describes the protocols and setting in which an activity such as bibliotherapy can and should take place. Merriam Webster Dictionary defines bibliotherapy as “the use of reading materials for help in solving personal problems or for psychiatric therapy”. In the USA and UK, the phenomenon of bibliotherapy has long been in use in

psychiatric clinics(Smith 2017), hospital wards(Calcinol and Cruzl 2019), prisons, schools(Zousal, Rule and Logan 2013)and colleges(Strum 2003)to modify behaviours of people through guided readings in a systematic individual or group setting followed by interpretation, evaluation and expression. ALA describes bibliotherapy as “the use of selected reading materials as therapeutic adjuvants in medicine and psychiatry; also guidance in the solution of personal problems through directed reading”. Bibliotherapy is also termed as Biblioguidance, Bibliocounseling, Literatherapy, Bookmatching, Reading Therapy etc. Clinical Bibliotherapy aims to deal with larger emotional defects and is practiced in clinics by Psychologists, Psychotherapists and Mental Health Practitioners whereas Developmental or Hygienic Bibliotherapy aims to facilitate transition through emotional experiences in otherwise healthy individuals.

Librarians can adopt the practice of Developmental or Hygienic Bibliotherapy and become a pillar of support for all individuals suffering from the trauma of lockdown adversities. However, being new to the concept, librarians need guidelines to start such a specialized service that needs support of mental health experts. Collaborating with psychotherapists or counsellors in planning a full-fledged service built around bibliotherapy will be the best option. In absence of patient rush, clinicians can use their free time, join hands with library professionals and contribute their expertise for development of special services in the larger interest of the society. As libraries open up, library professionals have access to information sources and starting a guided reading service dedicated to online bibliotherapy sessions will become more of a reality.

Before start of such a service, library professionals need to 1) Master the process of Bibliotherapy, and 2) Acquire a specialised skillset.

Process of Bibliotherapy

Pardeck (Pardeck 1995) designed a process comprising Four stages or steps involved in bibliotherapy – Identification, Catharsis, Insight and Generalization. However, for librarians it is suggested that the actual process should be preceded by thorough preparation. Therefore, we can extend the process to add one more stage of Selection in the beginning.

Stage 0 Preparation

Success of an endeavour largely depends on time and effort expended on preparation for the final event. Library professionals who wish to seriously take bibliotherapy at a different level in library services need to develop personal skillset as first step in the process. We shall describe the skillset in detail later. The other part of preparation pertains to selection of literary items with appropriate message and content that is capable of achieving the goal of mindset

transformation as stated earlier. Earlier studies have shown best results in management of stress and anxiety achieved through the technique of bibliotherapy with self-help books (Smith 2017), fiction literature (novels and short stories) (Borowski 2017) (Poerio and Totterdel 2020), poetry (Evans 1974), videos (movies and TV shows) (Roth 2000). Once relevant material is evaluated and selected, it should be compiled in a logical sequence of presentation based on complexity of message in the content and learning style of the target audience. Age is an important factor to be considered at this match-making stage.

Stage 1 Identification

When readers or viewers are exposed to a literary item that depicts a relatable character or situation, the connect is built as the story unfolds. Deeper into the sequence, the reader/viewer starts identifying with the difficulties of the character and gets an outside view at the same time while experiencing the same emotion as the character of the story. This dual perspective eases the tension and starts to generate hope for survival. It also enforces courage to fight and confidence to emerge as a winner at a much later stage.

Stage 2 Catharsis

Unlike in Psychoanalytical studies of Freud's hypnotic methods, in modern therapeutic sessions, milder version of catharsis implies an outlet of suppressed emotions and sharing actual feelings with counsellor or the one administering the process of bibliotherapy. Librarians at this stage must use expression arts as a medium to let out the steam. An analysis, characterization and review writing is the best suitable medium of expression in this context, however some readers may want to draw or paint.

Stage 3 Insight

At this stage readers will examine the solutions provided in the story and start modifying it to suit their own situation. They may arrive at several solutions to their problem or no solution at all. Sometimes several sessions will be required with different formats of literary items to arrive at a solution or mental transformation to happen.

Stage 4 Generalization

At this stage conducting group discussions will enable readers to get a broader perspective of the problem and access to diverse viewpoints through others' solutions. They will realise they are not the only or the first ones struggling with an issue. Librarian and/or counsellor must retain an objective view of the situation and act as a facilitator to ensure progress in therapy.

Skill set for a Bibliotherapist Librarian

Gaining trust and building confidence is the first requisite to ensure success of a librarian's bibliotherapy sessions. Once the sessions start it is imperative to sustain the interest of the readers in the activity. The librarian's role becomes more crucial as the activity proceeds. Being the facilitator, it is important that the librarian understands, interprets and regulates emotions in the positive direction. The author suggests up skilling of librarians on the following 10-point scale

- Thorough knowledge about your library's holdings – subject, relevance and quality of fiction literature, age appropriateness of items and logistics to deliver the services efficiently
- Art of speed reading to help in selection of literary items and read-aloud skills to sustain rapt attention of audience
- High Emotional Intelligence to be able to recognise, understand, label, express and regulate your own and others' emotions
- Brush up vocabulary and communication skills including voice control
- Enhance your critical thinking skills and creativity to view problems and solutions from different perspectives
- Art of active listening and empathy to build deep connect with readers
- Perfect your reviewing skills using character visualization, analysis and synthesis for debriefing sessions
- Learn the art of online and offline presentation, education is transitioning to blended mode so it is better to be prepared to deliver in both or either mediums
- Maintain a positive attitude always with strong commitment to service orientation
- Maintain a knowledgeable, friendly and approachable appearance for positive first impressions, retain confidence of the readers throughout the activity

Conclusion

The current societal stress is not clinical but therapy is very much in order because of reasons outlined earlier. As of now we are witnessing an increase in intensity of crisis and resolution is still out of sight. Moreover, longer exposure to adverse conditions may take its toll therefore librarians, counsellors and psychologists must come to the fore and work in conjunction to solve problems for everyone. WHO has released a stress management guide that presents all information on current situations at home, work or society in form of illustrations, drawings and

cartoons. Conversations among characters appear in dialogue boxes and give a relatable connotation to the entire narrative. It appears on the website in downloadable full text form to be used along with audio files that guide a person through activities and exercises recommended for stress release. Similar exercises, yoga, meditation and mindfulness are all popular ways of managing stress built up during a prolonged anxiety. However, bibliotherapy as a new form of stress release exercise if developed and delivered correctly, holds the promise of good reading habits in people – thereby changing the course of lives forever. Libraries are full of useful content that goes insufficiently circulated. If librarians take an initiative to up skill themselves to be effective bibliotherapists reaching out to people now in need of support it creates a win-win situation for both sides. It will take some time for librarians to get equipped with skillset, logistics, teams and services in place before rolling out for public but in the present COVID 19 pandemic era, the existence of a service even at a small scale will be a boon to the society for now and serve as a precedent for years to come.

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Use of Social Media by Academic Libraries in India

Ms. Sushma Karnik

Ex-Library Director, Dosti House-Your American Space, Mumbai

Email: sushmakarnik@rediffmail.com

Abstract:

In 21st century, libraries across globe have adopted information and communication technologies, acquired different formats of information material and extended value-added services to its users. Many Indian academic libraries too, are in the forefront of using latest technologies. This article gives an overview of social media platforms used by select academic libraries in India to stay connected with their users and promote the library resources and services.

Keywords: *Social Media, Academic Libraries, Facebook, Twitter, YouTube*

Introduction:

Internet has grown exponentially with the growth of social networking sites and its accessibility on range of electronic devices. Educational institutes along with their libraries have increased their web presence by adopting use of social media. Many academic libraries in India have websites to share information about their collection and services, along with the circulation policy. These websites also give general information like brief history, location, opening & closing hours, and holidays. These library websites also have links to its online catalogue, databases and other websites useful for study and research. But, with the advent of new interactive technologies like Facebook and twitter, many students and faculty started using them to interact with one another. Libraries too created their social media accounts to be present where their users are.

Social Media:

Social Media is a collective term used for “websites and computer programs that allow people to communicate and share information on the internet using a computer or mobile phone” (Cambridge Dictionary). Social media sites allow users to connect and share a variety of content like text, photos, audio and/or video files. Social media sites have a web address for web identity, profiles to create brand and connect with users, and web space to upload content in real time with a date stamp to the posts and enable conversations. The unique benefit of social media sites is that it can be accessed remotely on range of electronic devices. Other than library websites, these sites give an opportunity to reach and connect with users registered with the library as well as those who are interested to know more about the library. In short, users and libraries can connect with one another, anywhere and anytime, where Internet connectivity is available.

Use of social media is a challenge. One needs to plan before using any social media site. Tips given by Solomon (2019) can be used to draft a social media policy for the library. Main component of the social media policy can include, objectives for using social media; types of social media platforms; types of accounts, its settings for data and privacy; unique handles and tags; etiquettes, guidelines and protocols for messages; administrator of accounts; annual plan for average number of posts for each platforms, themes to be used for messaging; and rules for archiving and/or deleting posts.

Points to consider before using social media:

- Develop users' profile - understand users' needs and identify which sites are popular amongst them
- Evaluate library collection and services from users' perspective -- this will help in identifying the purpose of using social media
- Review manpower availability – dedicated staff, rather a team, is needed to create posts and upload them on regular basis. Staff is also required to read comments and post appropriate reply in reasonable time.
- Technology support – to advice on security and privacy issues
- Copyrights – Decide on copyrights of images and personal photos shared on official sites. Maintain an 'Image Release Form' to obtain consent from students/ faculty/ guests if they are clearly recognisable in photos /videos used on social media sites.
- Allocate budget – funds are needed to boost and advertise posts
- Study features of social media platforms and match them with the purpose for using them. Social media may have one or more of the features like Text Messages, Photos/Images (visual discovery, collection, sharing, and storage), Videos (sharing, hosting & streaming), Blogs, Microblogs, RSS, and Apps.
- Start with just one social media platform. Get sufficient presence, then add another. Restrict to few social media accounts with many followers rather than have many accounts with few followers.

Tips for creating social account:

- Account can be private or public. Account can have restricted profile to control who can view. Comments may be filtered. Unwanted users can be blocked.
- Use logo and background image that are easily identifiable with the library.
- Maintain consistency in use of logos, background image and colours. It is useful for building brand across all social media accounts.
- Cross link all accounts with one another including library website
- Create hash tags that are unique and have recall value. Useful to find where the library is tagged on user community.

- Content displayed on 'About' the account must be succinct, yet expressing the strengths of the library and the purpose of the social account

Tips to create content for social media:

The social media posts should be relevant. Share posts as unique stories. While preparing content, be natural, and use vocabulary familiar to users. Add visuals and encourage participation of users. Library can create posts related to its information sources, information services and library activities. Create tags or captions that can be repeated, preferably across all social media accounts. Same tags or captions can be used to create series of related posts. Understand the features and limitations of audio, visual and textual content that can be posted on each social media site.

Text message:

Libraries can create posts related to special days important to the institution. Posts with standard captions like 'Book Reviews', 'Faculty Choice', and 'Have you read this', will be useful to create series of posts. Adding special tags connecting authors and publishers can draw more users to the post. Use quote or catchy phrase or end with a question, that may invite comments. Tag book review sites like Goodreads.com if the book is reviewed there.

Posts can also be created to draw users to special interactive features like 'Ask the librarian' on Library websites. Long texts comprising of curated bibliographies, subject guides, and book reviews can be posted on library blogs.

Visual & AV Content:

Visual content can be used across major social media platforms. Based on the purpose of the post, select a static image or a video. Photography skills are essential to capture a photo that looks real and not staged. Good equipment is required to shoot an image or video. Right set of colours and composition of an image can hold user's attention. Use of GIFs, Boomerang or short video clips can entice users. Sound track should align with the purpose of the video. If text is part of an image, use suitable font, size and colour that match with the rest of the image. Use multi-image posts to narrate stories. Encourage users to share photos of their moments in the library or with an information source in their setting and request them to tag the library. Then, share their content. Tag images such that users are made curious to look for more information. Upload photo or short video clip of a library staff in action with relevant caption to promote library service. Have a 'Do-it-yourself' video of a user effectively searching and finding relevant information from an online resource. Create a post giving two displaying two books by the same author and question users to guess which one is read most. Videos like 'Library Tour', 'How to use library catalogue', 'effectively searching online resources', and 'Reference service for researcher' can

fetch more views. A video on events like 'Book Exhibition' may also be created to get more users to see the book exhibition and highlight the work done. It also serves as an archival information. Create contests to identify an information source by posting partial image with hints. Plan online treasure hunt of select library collection encouraging users to visit library to find the answer.

A planned mix of images and text, and posting on appropriate social media at the right time can have greater impact. Live sessions can be held on some social media platforms like Facebook and YouTube. For live video, create a storyline with a structure, do test runs, make sure the speakers are ready with their presentations and dialogues, before starting the live video. Libraries can organize live events like book clubs, interview with authors, etc.

Use of Social Media by Libraries:

In 2014, Taylor & Francis, has published a white paper on 'Use of Social Media by the Library: current practices and future opportunities.' This paper is a global study that mainly covers U.K., U.S.A, and India. As per the study, Facebook, Twitter and Blogs are used most by libraries. Other platforms like SlideShare, YouTube, Tumblr, Pinterest, and Flickr are also used. They also found that the format of messages is becoming more and more visual, and less text-based. National Library of India has Facebook, twitter and YouTube account. Many academic libraries in India are using social media platforms of their institute to stay connected with their users. Few have independent social media accounts. Ministry of Human Resources Development (MHRD), Govt of India uses National Institutional Ranking Framework to prepare list of top 10 educational institutions every year. The list is prepared based on the parameters like teaching, learning and resources, research and professional practices, graduation outcomes, outreach and inclusivity, and perception. Hence, the top 10 institutes listed for the year 2020 are considered for this study. Websites of these institutes were checked to get a glimpse of which social media platforms are used by them and their libraries. Social media accounts of these institutes and their libraries were also studied to understand the topics preferred by them while posting messages. Library websites are also studied to check presence of select features required for online access to library's collection and virtual connect for online information service, the core objectives of a library. Given below is a summary of observations made after studying the websites and their social media accounts.

Observations:**Table 1: Use of Social Media Platforms - Institutions**

Institutes/ Year of establishment	Facebook, Twitter, Instagram, YouTube, & LinkedIn	Social Media (others)
Indian Institute of Management Ahmedabad (IIMA) -1961	Yes	Blog, Flickr, Podcast
Indian Institute of Management Bangalore (IIMB) -1973	Yes	Blog, Flickr
Indian Institute of Management Calcutta (IIMC) -1961	Yes	--
Indian Institute of Management Lucknow (IIML) -1984	Yes	Blog
Indian Institute of Technology Kharagpur (IITK) -1951	Yes	Blog, Flickr
Indian Institute of Technology Kozhikode (IIMK) -1996	Yes	Blog, Flickr
Indian Institute of Management Indore (IIMI) -1996	Yes	Blog, Podcast
Indian Institute of Technology Delhi (IITD) -1961	Yes	--
Xavier Labour Relations Institute (XLRI) Jamshedpur - 1949	Yes	Blog

Comments:

All top ten institutions have Facebook, Twitter, Instagram, YouTube and LinkedIn accounts. Only seven institutions have Blog, four have Flickr and two have Podcast.

Table 2: Academic libraries – Select website features

Library Portal	Library Catalogue	Online resources	Ask a Librarian	Library Video	Mobile App	QR Code
IIMA	Yes	Yes	Yes	VR video	Yes	Yes
IIMB	Yes	Yes	Yes	Yes	Yes	NF
IIMC	Yes	Yes	Yes	NF	Yes	NF
IIML	Yes	Yes	NF	NF	NF	NF
IITK	Yes	Yes	--	Animated	--	--
National Digital Library (NDL)	Yes	Yes	Yes	Yes	Yes	NF
IIMK	Yes	Yes	Yes	NF	Yes	Yes
IIMI	Yes	Yes	NF	NF	NF	NF
IITD	Yes	Yes	Yes	ARPIT videos	Yes	Yes
XLRI	Yes	Yes	Yes	Yes	NF	NF
MDI	Yes	Yes	NF	NF	NF	NF

Comments:

Few parameters like library website, online resources, virtual reference support, library video, mobile app and use of QR code are considered to understand the web presence of the select libraries. ‘National Digital Library’ (NDL) is added in the above table as it is developed by the IITK under the aegis of the MHRD, Govt. of India.

All libraries have websites and online resources that can be remotely accessed by authorised users. Seven libraries have the virtual feature like ‘Ask a Librarian/ virtual reference desk’. Five libraries have videos promoting their libraries. One of them has an animated video, while the other has a virtual reality version of its video. Six libraries have mobile apps, and three libraries use QR codes. IIMI library has uploaded presentations about searching library catalogue on its website. IITD library has uploaded ‘Library Handbook’ on its website.

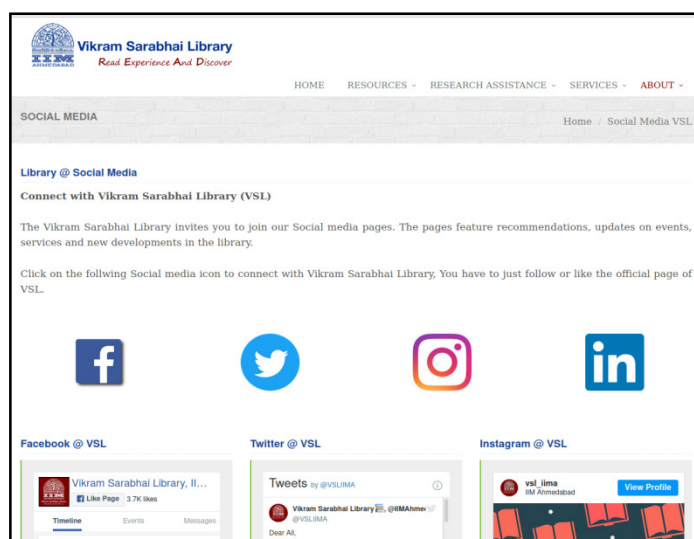
Under the Annual Refresher Programme in Teaching (ARPIT) program, IITD is the National Resource Centre for Library and Information Science discipline. Hence, it has given links to videos related to this program on its website.

Table 3: Academic Libraries – social media platforms

Library	Website	Facebook	Twitter	Instagram	LinkedIn	Any other Social Media
IIMA	Yes	Yes	Yes	Yes	Yes	---
IIMB	Yes	NF	NF	NF	NF	Blog
IIMC	Yes	NF	NF	NF	NF	---
IIML	Yes	NF	NF	NF	NF	---
IITK	Yes	--	--	--	--	---
NDL	Yes	Yes	Yes	Yes	Yes	YouTube
IIMK	Yes	NF	NF	NF	NF	---
IIMI	Yes	NF	NF	NF	NF	---
IITD	Yes	Yes	Yes	NF	NF	YouTube ARPIT
XLRI	Yes	NF	NF	NF	NF	---
MDI	Yes	NF	NF	NF	NF	---

Comments:

Out of the top 10 educational institutes, it is observed that some libraries use institution’s social media account while few have independent social media accounts. All libraries, in varied proportion, use social media to stay connected with users, promote information resources and provide effective services.



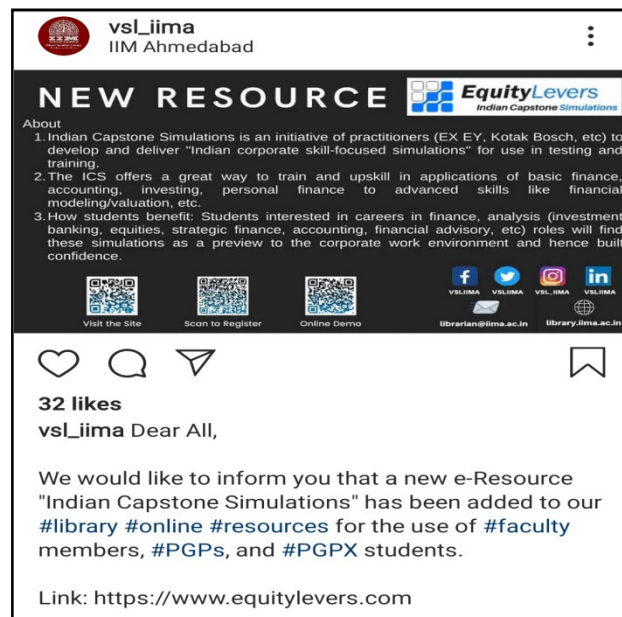
IIMA has given links to its Facebook, Twitter, Instagram and LinkedIn on its website. Given below are few examples of posts found on social media sites of these top 10 institutions and their libraries.

Promotion of collection and services:

New Arrivals:

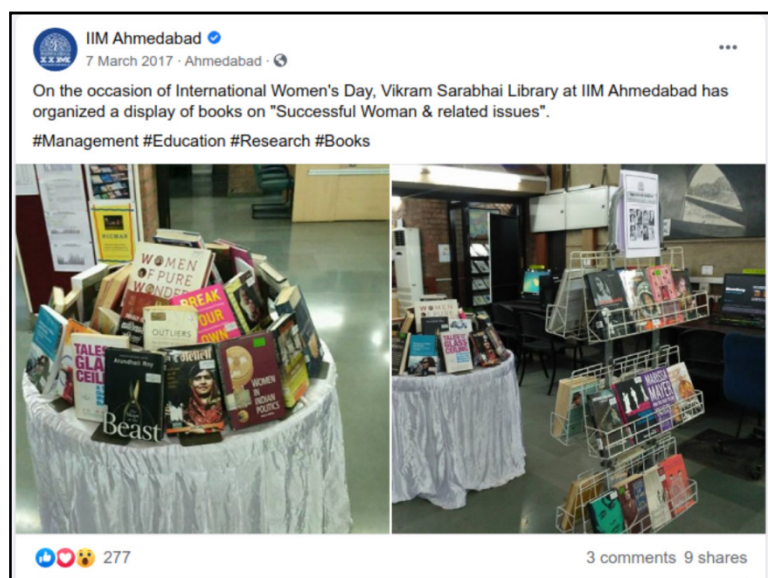
IIMA uploads cover pages on new arrivals in the form of a short video with a link to see the list in pdf file and a link to the library catalogue to reserve the book.

Here is an example of IIMA library promoting an e-resource subscribed for its users. Information of this resource is cross posted on all social media sites to reach more users.



Special Display:


Post with good image on special occasions can help promote library collection on specific subject. The post showing special display of books on successful women uploaded by IIMA, on the occasion of International Women's Day received 277 likes, 3 comments and 9 shares.



Promotion of Library Events

Speaker Programs:

Invitation to participate in 'Book Talk' series is posted with the flyer, event details and a registration link.



vsLiima

Vikram Sarabhai Library
Read. Experience. And Discover.

Book Talk series
Join us for a book talk and discussion with author,
Dr Manisha Saxena, Paediatrician cum novelist.

NATAL FAULT
by Dr Manisha Saxena

Title: Natal Fault
Natal Fault is a socio-political novel which feels the pulse of Indian nation and explores love, war and the social turmoil. It scales seventy years of Indian panorama as it sets off in the monsoons of 2012 and then goes retro to India of 1947, when the freedom struggle was on and the world was engaged in World War II.

Date and venue
Audio Visual Room,
Vikram Sarabhai Library
IIM Ahmedabad

Friday, October 18th, 2019
4.00 PM to 5:30 PM

Please register here
<http://bit.ly/2ohXpI5>

23 likes
vsLiima Invitation for a #BookTalk by Dr Manisha Saxena on her book - #Natal #Fault

Date: October 18, 2019

Time: 4.00 PM to 5:30 PM

Venue: Library AV Room, Heritage Campus,
@IIMAhmedabad
Kindly register your name in the given link:
<http://bit.ly/2ohXpI5>

#fiction #iima #booktalk

October 15, 2019

Book Exhibitions:



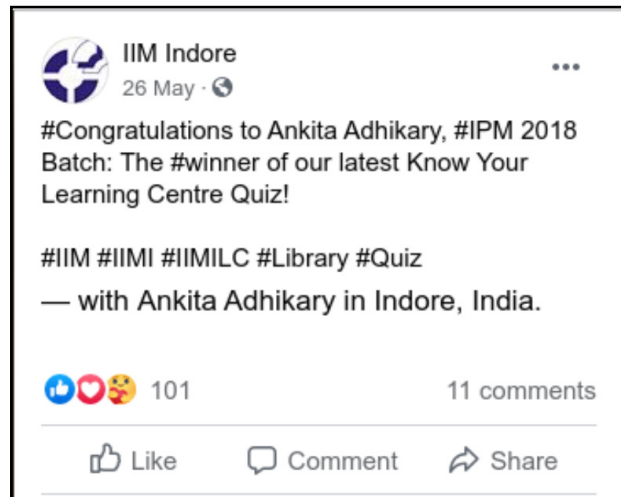
IIT Delhi
14 November 2019

The Central Library, IIT Delhi in collaboration with the Sahitya Akademi (Govt. of India), is organizing a Book Exhibition and related Literary Programs including discussion on literature and screening of documentary films during National Book Week from Nov. 14-20, 2019. Prof. T.C. Kandpal, Deputy Director (Operations), IIT Delhi and Shri Baburajan S, Deputy Secretary, Sahitya Akademi inaugurated the Book Exhibition.



Quiz/competitions:

IIMI organizes quiz 'Know Your Learning Centre' every year as a unique way to make students familiar with the library collection and its services. Here is an example where the post of the winner got more views and comments. Observe the hashtags used in the post.



Library Exhibition:

IIM Lucknow organized library exhibition during its Convocation 2019. A video showing the library exhibition was uploaded on a YouTube channel.

IIM Lucknow also celebrated ‘Librarian’s Day’ and uploaded its video on YouTube.

<https://www.youtube.com/watch?v=KZKV7Nn6Nn0>

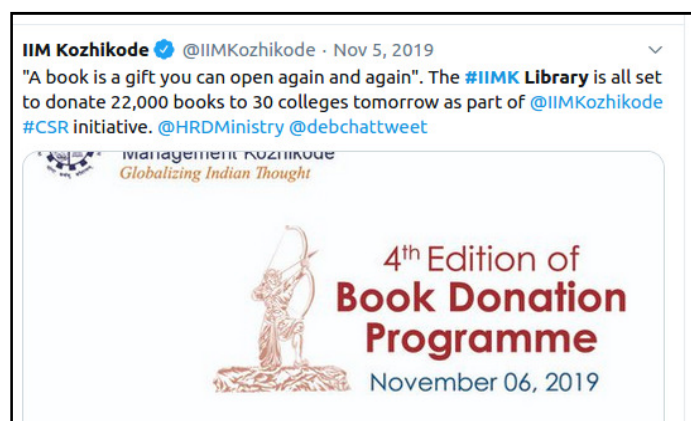
Celebrating special days:

IITK created this post added link to NDL portal appealing users to read more books.



Book Donations:

IIMK used catchy phrase and added tagged relevant accounts in its post on book donation.



Workshops /Training:

Information about events can be posted before to promote it and get more participants, during the event to capture images of speakers and audience and after the event highlighting the achievements.

IIMI had multiple posts announcing the International Library Conference, posts during the conference and also posts of media coverage after the conference. The conference had around 200 participants and received 150 papers. Here is just an example of post related to media coverage.



Special posts: Change in opening hours during exam time



IITK maintains a photo album 'Late Night Study in Central Library'. It allows faculty & students to add photos to this album. The above posts had 900 likes and 10 comments.

Permitting faculty and students to create posts or add photos can get more likes and comments.

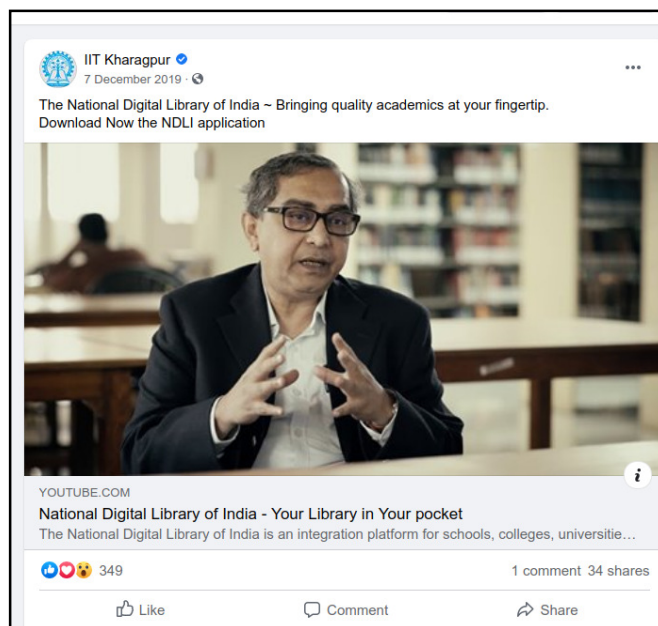
Library furniture and special section:



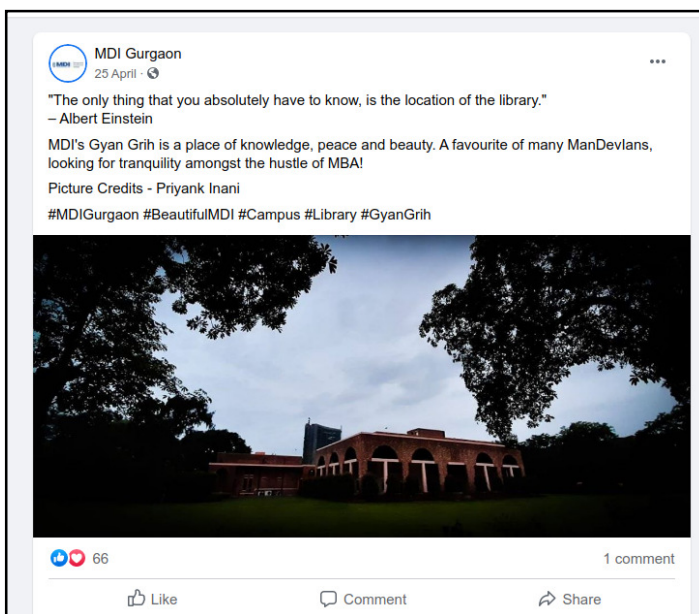
IIMA posted inform about its fiction area with many hashtags and a good photo received 114 likes.

Cross posting:

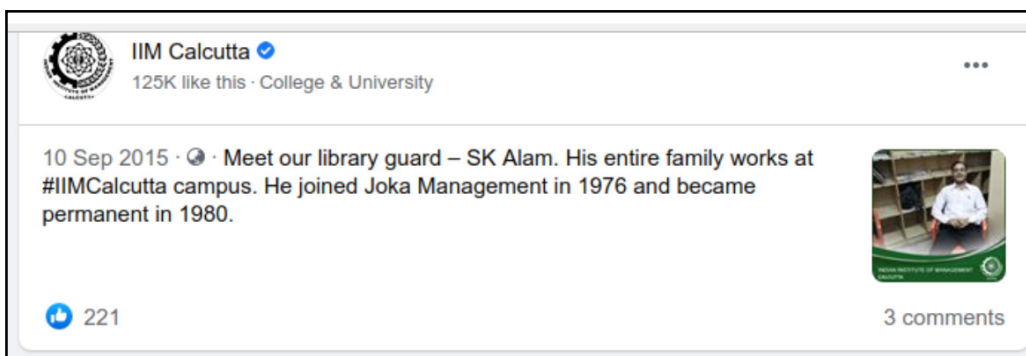
Below is a post by IITK on Facebook with a YouTube video embedded in the post. This post received 349 likes, 1 comment and 34 shares.



At times, just a unique photo with excellent caption and relevant hashtag also creates nice impact. MDI post given below is one such example where a quote is used with relevant hashtags.



Appreciating library staff

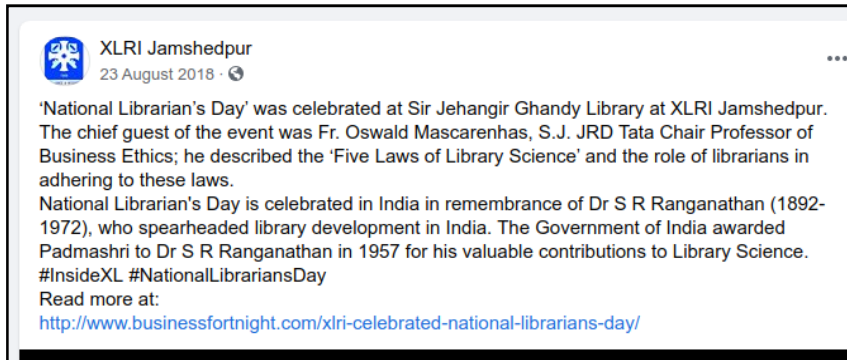


Post by IIMC appreciating their library guard received 221 likes and 3 comments.

IIMK uploaded a post appreciating Chief Librarian's editorial write-up along with link to its full text.



Posting with links to other sites:



Above example where XLRI library creates post giving link to the article published on [businessfortnight.com](http://www.businessfortnight.com) on National Librarian's Day celebration.

Findings:

The parent institute of all select academic libraries have Facebook, Twitter, Instagram, YouTube & LinkedIn account, 70% have blogs, 40% have Flickr and 20% have podcast.

Library online catalogue and link to online resources are the two common features found on the library portals of the select academic libraries. 70% libraries have the feature 'Ask a Librarian', 60% have library video and Mobile App, and 30% use QR code.

Only 30% libraries have their independent Facebook and Twitter account, 20% have independent Instagram, LinkedIn and YouTube account, and 10% have their own blog.

Social media accounts were used for promoting new arrivals, special collection and special section of the library. Library events like workshops, speaker programs, quiz, and celebrations of special days were promoted via social media posts. Features like cross posting on different social media accounts and re-posting relevant posts shared by other accounts were some of the ways for boosting more views to the social media posts.

Limitations and recommendations:

Observation method is used to study only those features of the Institute website, library portal and the social media posts that were accessible in public domain. Detailed study with official access to the social media accounts may give better insights.

The networked society connects people via Internet and enables them to communicate through social media platforms such as Facebook, Twitter, Instagram, LinkedIn and YouTube. Content can be text, images, photos, audios, or videos. For effective use of social media, it is essential to have a social media policy, annual strategy, monthly & weekly plans to create and schedule posting of content.

Libraries must also remember the downsides of social media and be cautious to use them safely. Have a dedicated person to monitor the account and analyse what worked and what did not. Social media engagement metrics must also be reviewed to plan future strategy. Libraries can focus on using more of videos to capture attention of users. Create messages that can

draw more of one-on-one conversation. Do not let users be mere followers, encourage them to contribute. User generated messages can be used for greater impact. Cross linking relevant social media accounts, tagging related accounts, and using appropriate hashtags can help amplify the message.

Further studies like the impact of social media posts to the usage of library collection and services will be helpful to systematically improve the social media posts and use of social media accounts. In-depth study of social media policy and a strategy to boost social media posts will also be useful to library professionals. Use of social media analytics vis-a-vis library statistics is essential to get insights on how social media is useful to achieve the objective of the library, viz. increase in usage of its collection, service and user satisfaction.

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<https://ndl.iitkgp.ac.in/>

<https://iimk.ac.in/libportal/>

<https://www.iimidr.ac.in/facilities/library/>

<http://library.iitd.ac.in/>

<https://acad.xlri.ac.in/library/>

<https://www.mdi.ac.in/infrastructure/library.html>

A strategy for making effective Video presentation with an Advanced Tool

Mr. Pralhad R Jadhav

Associate Director – Library Khaitan & Co. Mumbai, Research Scholar (LIS) IGNOU

Email- pralhadsha@yahoo.com

Mr. Chetan Taksale

Founder / Director of Softech Solutions & Services, Pune Master of Library Science

Email- chetan.taksale@gmail.com

Abstract

As for all of us, the recent state of affairs is challenging, and no one had a nightmare about such a circumstance that they will face in their life. We are in a hostage environment (Lockdown) due to COVID 19. But this virus had given great prospects to the professionals to upskills them with new tools and techniques. In this paper, we would like to introduce one of the tools which can be very practical in Teaching, Learning & LIS Domain.

In most of the domains of knowledge, the presentation uses to teach, learn, convey, or communicate with your peers. If you are an expert in making an interreacting presentation, then your impression will be powerful. With this paper, we want to highlight you with such tools that will help you create an impactful presentation.

Keywords: *Virtual Meeting, Virtual Learning Network, Open Shot, Portable Apps, Prosumer, Open Source Software (OSS)*

1 Introduction

Open Source Software (OSS) plays a crucial role in the teaching and research domain. It is instrumental in terms of its usage and securities features, which are most necessary to require features in any software tools.

In LIS, OSS plays an active role, and now it is not only restricted to the KOHA and DSpace, but professionals are also going beyond that and using the OSS tools for the library functions and services that is need of an hour.

The software's categorized into three types; basically, they are free, commercial & Open Source Software (OSS). Free software is free, but customization is not possible, or it is restricted. In terms of business software, it is a license one. It means we have to purchase or subscribed the same for the usage, and even for their upgrade, we need to pay Annual Maintenance Charges

(AMC) charges to the users.

Work from home (WFH) is widespread in this lockdown period for all the professionals, which becomes essential for every institute. They should allow their employees to WFH according to the government norms and which is need of an hour in this COVID 19 situation.

So, to adjust with the WFH norms, many professionals are up skilling themselves to cope with the situation. If you asked me in teaching, research, and the LIS domain, many new tasks were added in the professional bucket list so that they are looking out with some new and innovative things to upgrade themselves.

Virtual learning network & Virtual Meeting are common jargon used in this COVID 19 phase of the situation. There are different platforms used for conducting such activities in the institute or organization: Zoom, Google Classroom, WebEx, Microsoft Team, etc.

The platforms mentioned above have their features and qualities; some of them may be free or license versions; it depends on you what type you prefer. The format like text, audio, video, and audio-video material use to connect or to communicate with the team members.

In such a scenario, a team member should be flexible in terms of skills and learning.

Audio-Video component played an important role when you talked about Virtual Learning Network and Virtual Meeting. It not only connects, but it communicates appropriately and easy to understand. Sometimes live video or some time recorded video can use for the same.

In such a scenario, you will be a handicap if you don't proper and handy tools that can be useful for you in your work profile. So, we would like to introduce you to a tool called Open Shot, which is really handy for each one of us.

We will discuss Open Shot in detail about its features, functions, importance, and much more in the next part of the paper.

2 OpenShot

2.1 Introduction

It is the free and open-source video editors for Linux and windows. In August 2008, Mr. Jonathan Thomas started the project by keeping the objective of providing stable, open, and friendly to use it.

In 2016 it released 2.0.6 and now it is cross platform application and also available Portable Apps for Windows since 2020.

It is the most crucial and widely used open-source software tools. And one of the features is very simple to use, and there is no cost. It is free of charge for use.

They waited for the second major version of their favourite software with anticipation for years.

Now that the release was made available, it is time for us to take a look at the most highlighted new features and capabilities, and to see how we can utilize and incorporate them into our video editing endeavours.

2.2 OpenShot – Prosumer

A **prosumer** is a person who consumes and produces a product. The term is derived from *prosumption*, a dot-com era business term meaning "production by consumers". These terms were coined in 1980 by American futurist Alvin Toffler and were widely used by many technology writers of the time.

2.3 OpenShot – GNU (General Public License)

The **GNU General Public License** is a series of widely used free software licenses that guarantee end users the freedom to run, study, share, and modify the software.

It is issue under the terms of the GNU General Public License. You can redistribute and modify according to your need and requirements.

2.4 OpenShot main features:

- It uses for video, audio and image format
- Powerful curve-based Key Frame animations
- There is no limit of tracks/layers
- You can resize, trim, rotate and cut the clip according to your requirement
- Video transitions with real-time previews
- Compositing, image overlays, watermarks
- Title templates, title creation, sub-titles
- Scrolling motion picture credits
- Solid color clips (including alpha compositing)
- Support for Rotoscoping / Image sequences
- It had the latest features such as Timeline (including Drag & drop scrolling, panning, zooming, and snapping)
- Frame stepping (key-mappings: J, K, and L keys)
- Video encoding (based on FFmpeg)
- Digital zooming of video clips

- Time-mapping and Speed changes on clips possible
- Custom transition lumas and masks
- Audio mixing and editing
- Digital video effects, including brightness, gamma, hue, greyscale, chroma-key (bluescreen/greenscreen) , and many more.

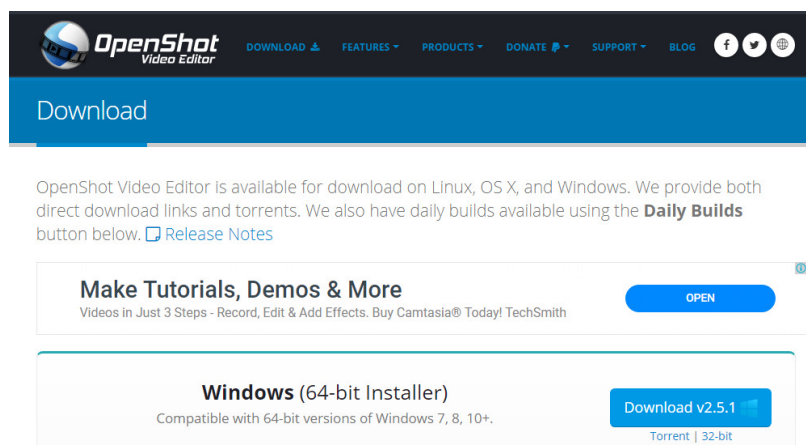
2.5 OpenShot – System Requirements

Here are the minimum system requirements:

- 64-bit Operating System (Linux, OS X, Windows)
- Multi-core processor
- 4GB of RAM
- Space for installation may be in the range of 500 MB of hard-disk
- Optional: Solid-state drive (SSD), if utilizing disk-caching (and an additional 10GB of hard-disk space)

2.6 OpenShot – How to download it

Go to Google Type OpenShot Video Editor Software, Go to the Download Option & Download the Software & Install with Easy Steps



2.7 OpenShot – Practical Steps

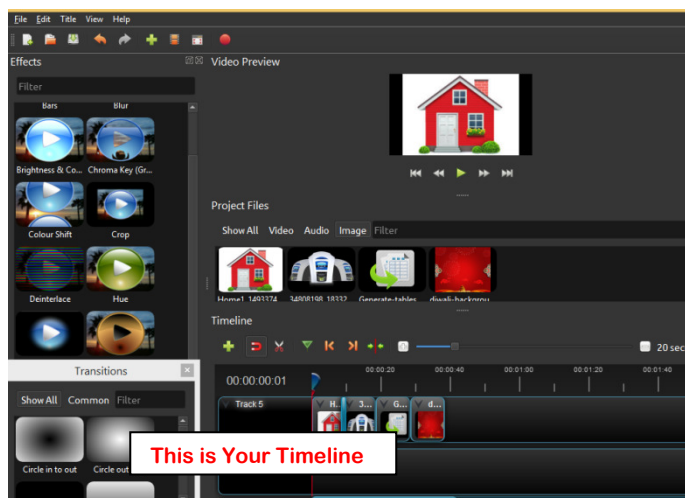
Now we will go step by step in terms of how to use OpenShot for video editing and other things, which is very useful in term of creating video contents.

2.7.1 Step 1 – Import Photo & Music

Before we start making a video on OpenShot, we need to import the file into OpenShot. It can be done quickly with drag & drop features. You can import the data file which is available on your desktop. But make sure that you should drop the data file where the arrow is picture is indicating to you.

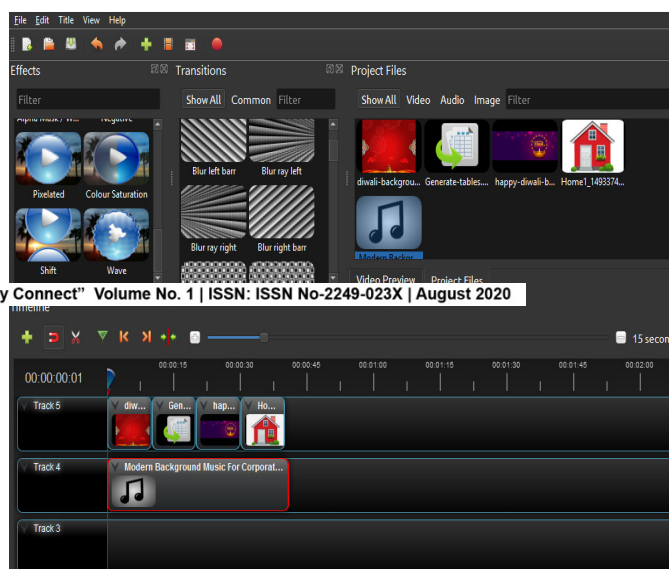
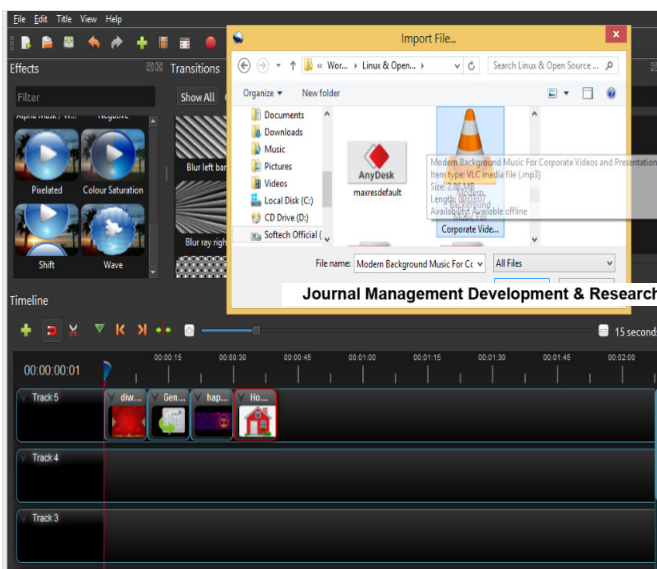
2.7.2 Step 2 – Organize Photos on Timeline

The subsequent step is to pull each photo you choose in your video presentation on the timeline. It signifies your final video, so be cautious in arranging the picture in which series you want to appear in your video. If you have incorrectly added over two clips, then OpenShot will necessarily create a soft fade among them with rounded blue rectangles between the clips. Keep this in mind and rearrange the clips as often as possible by simply dragging and dropping them.



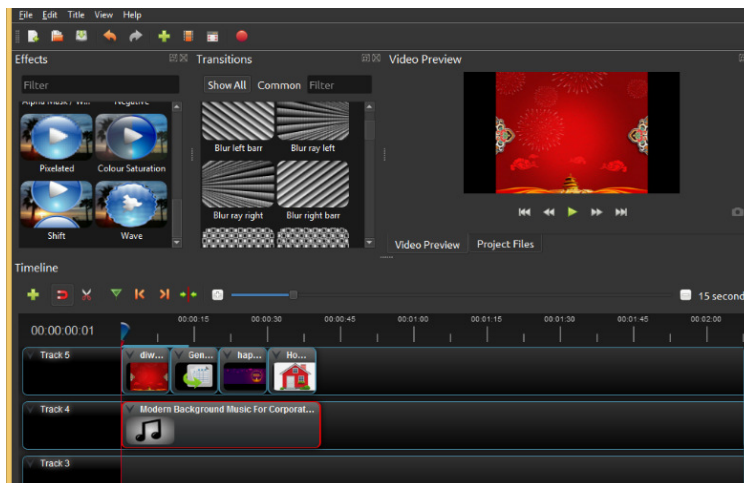
2.7.3 Step 3 – Add Music to Timeline

To make the slide show interacting, we can add music to the video. It is effortless to upload a music file or to import a music file in a single step. You can click on the music file and drag it into the timeline. And if the song file is too huge, then grab the right edge of your clip and resize it tinier.



2.7.4 Step 4 – Test Your Project

To get a preview of how it appears and sounds, click the play button under the preview window. In this, you can also pause, rewind, and fast forward your video project by clicking the corresponding buttons.



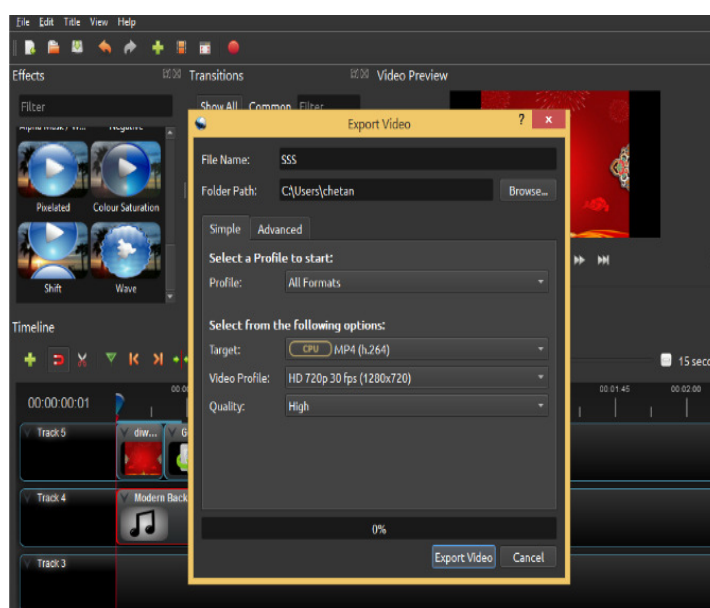
2.7.5 Step 5 – Export Your Video

Once you complete with your photo slide show video, the next step is to export your video. It will adapt your project into a single video file, which can work on most media players such as VLC or websites such as YouTube, Facebook, etc.

You click on the export video icon at the top of the screen or use the following command

File – Export from Video Menu

You can choose from one of the many pre-set export options and click the export video button.



3 Conclusions

It is one of the widely used open-source application and very easy to use. OpenShot is a fantastic tool for making slideshows, interactive presentations, and even simple videos.

In today's competitive world, our skills should regularly upgrade to create our impression in the work environment. And even due to various innovations in learning & development, we can attend the training & workshop for enhancing ourselves with the latest tools & techniques.

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Usage Study of Open Management Gateway

At KBS library

Mrs. Jayashri Mawale

Librarian, Kohinoor Business School, Kohinoor city Mumbai

Email- jayashri.mawale@kbs.ac.in

Abstract

Today's Internet contains huge amount of global information. Searching and accessing relevant and authentic information on a specific subject is not an easy task. The use of subject gateways is necessary to maintain curated list of links to web pages on specific topics. Librarians can play a crucial role by creating a gateway for its users. This article discusses the Open Management Gateway created by KBS Library for its users. Usage of the gateway by management students is studied and its findings are summarized here with comments on how this study is significant for the KBS library to plan a promoting the gateway to increase its usage and adding more useful links.

Keywords: *Open management Gateway, Subject gateway, RSS, Discovery*

1.1 Introduction:

Library is an important resource in the academia. It is a triangle of information sources, users & staffs. It serves as the knowledge reservoir for the organization. Today, libraries are connected to vast ocean of Internet-based services which comprises of various electronic resources that are developing rapidly. Information technology has made many advances over the years. Technological advances have made it easier and faster to analyze, collect, abstract, index, search, and use data and information. But the information stays scattered, not only in several different databases, but also on completely different systems, which users may not find.

1.2 Subject Gateway:

Subject Gateways are Internet services which support systematic resource discovery and provide links to resources (documents, objects, sites or services), predominantly accessible via Internet. It helps users as a resource discovery mechanism for accessing collection of high quality evaluated resources to support research in the particular subject discipline. The Subject Gateways encourage utilization of published information material and simplify access to information available globally.

For example: Info Librarian is a subject gateway for library and information science professionals.

1.3 Kohinoor Business School

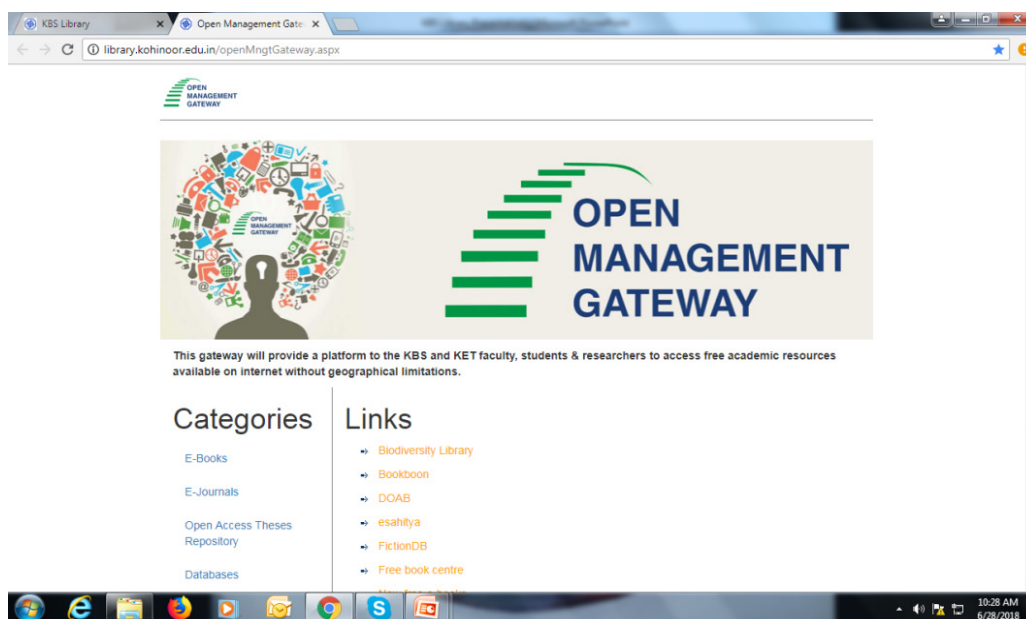
KBS is a vibrant business school in Mumbai. It imparts a global perspective by moulding students to manage situations of economic, institutional and cultural differences across countries, and integrate the various domains of management to offer students holistic view. Kohinoor Business School comes under Kohinoor Education Trust & providing two courses i.e. MMS & PGDM.

1.4 KBS/KMS Library:

KBS/KMS Library is the nerve center and heart of the institute and plays a vital role in supporting teaching & learning activities. The institute has an independent library, established in 2010. The Library has robust collection of books on various aspects of management. The library facilities are indispensable services in support of imparting and acquiring competent and up-to-date professional knowledge. The library provides a conducive environment to users and it is equipped with all the modern facilities, including the air-conditioned reading hall facility for the students. For better inter-net connectivity, the Library has a WiFi system.

1.5 Open Management Gateway:

KBS/KMS Library has developed Open Management Gateway platform. This gateway provides a platform to the KET faculty, students, staff members & researchers to access free academic resources available on Internet without geographical limitations. Since 2017 Library has provided Open Management Gateway service to users.



Open Management platform provides information sorted into viz. e-books, e-journals, open access theses repository, databases, digital library, e-newspapers, country & economic report

and slide share. Under each category, links are provided to useful websites that give free access to information resources on Internet. KBS librarian & the library staff search Internet for these free resources. General search engines like Google, Yahoo, Bing, Meta search engines, Ask.com etc. RSS feeds are also used to identify useful links. User orientation is given at the beginning of the academic year.

1.6 Literature Review

Worsfold, E. (1998) in their study titled 'Subject gateways: fulfilling the desire for knowledge' Describes how subject gateways can help different user communities to make effective use of the Internet and clarifies some of the key differences between subject gateways and search engines. Why users need Internet search and retrieval tools; Discussion on the international gateway developments; Guidelines and tools for those setting up subject gateways.

Pitschmann Louis A. (2001) stated in his study titled 'Building sustainable collections of free third-party web resources' investigated that, searching the web on any topic will retrieve the entire information pertinent to one's query, but there will be no qualitative evaluation or filtering of the content. Only when sites have been reviewed, evaluated, selected, and catalogued will users be spared the ambiguities resulting from the randomness and 'quantity without quality' of Web search results.

Sladen and Spence(2000) have highlighted the advantages of using Subject Gateways: While offering a single point of access to Internet-based resources in a given field, selective subject gateways have one key feature which distinguishes them from more commercial enterprises - they are characterized by a quality control methodology based on skilled human input from the relevant academic discipline

1.7 Need for the study:

Every institute has subscribed (paid) different databases for their students. But there are many useful websites freely available on Internet. KBS library has created the Open Management Gateway for these online links that users can access it easily for their study. This study will help understand awareness & usages of Open Management Gateway service. The findings can be used to plan how to promote and update the gateway.

1.8 Objectives:

1. To study the awareness of students about Open Management Gateway in KBS/KMS
2. To study the usage of different categories of the gateway
3. Review & update

1.9 Research methodology:

Descriptive methodology is used for present study and for data collection questionnaire tools are used. Questionnaire had four questions.

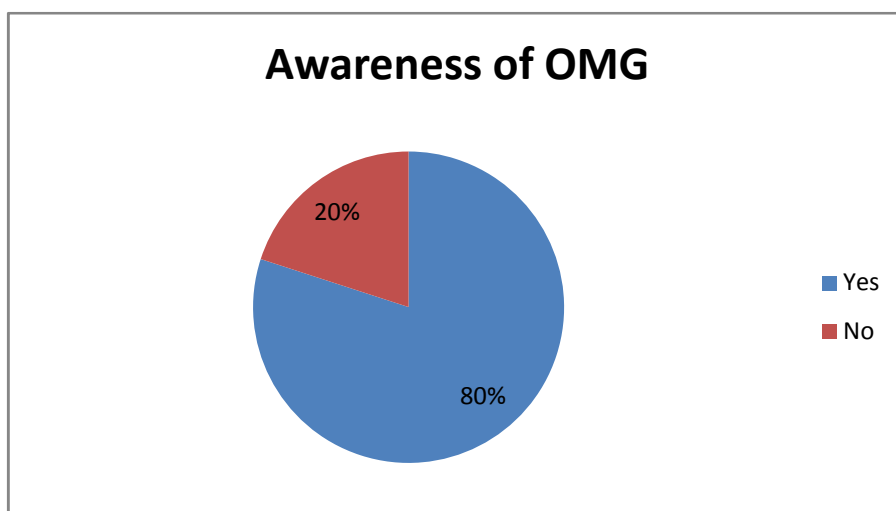
1.10 Scope & limitation for the study:

The scope of this study is limited to KBS 1st year MMS & PGDM students. Total strength of 1st year MMS and PGDM students is 200 & received 75 questionnaires from students of both the courses.

1.11 Analysis and Interpretation:

1.11.1 Awareness of Open Management Gateway:

Chart no.1

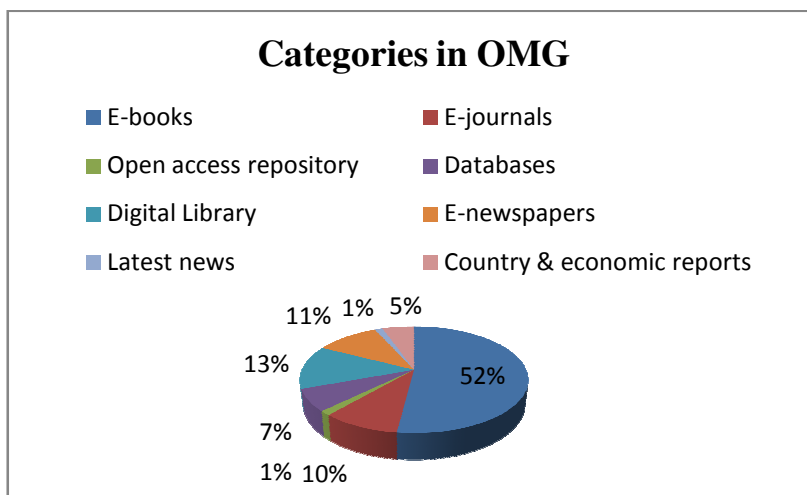


Observation:

As per the above graph, it is observed that majority of student's i.e.60 (80%) students are aware about Open Management Gateway service. Only 15(20%) students are not aware about above said service.

1.10.2 Types of resources used through Open Management Gateway

Chart no. 2

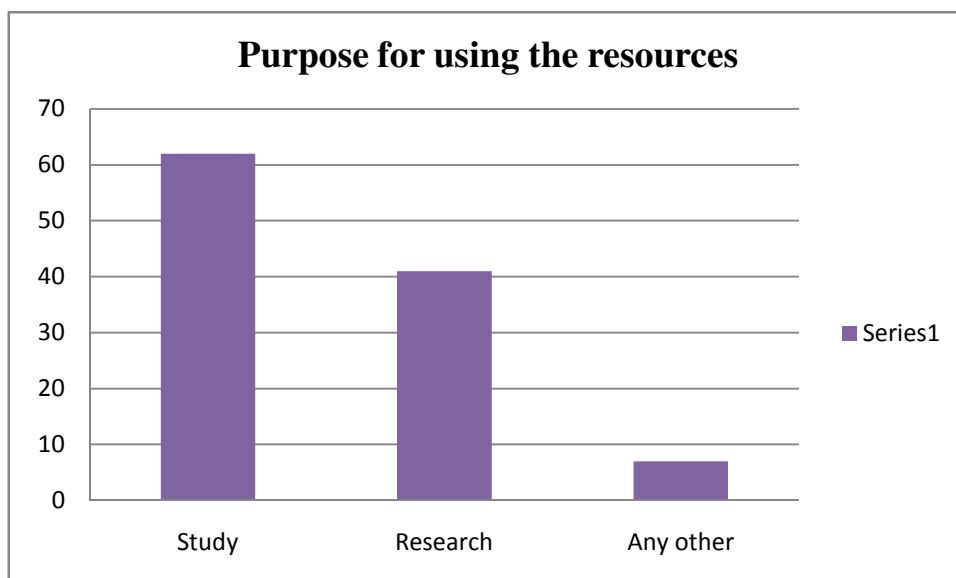


Observations:

Chart no.2 indicates that, 39 (52%) students are using e-books, 10 (13%) are using digital library, 8 (11%) students are reading e-newspapers. 7 (10%) are using e-journals, 5(7%) are using online databases. 4(5%) are using country & economic report. Only 1(1%) are using open access repository & latest news.

1.10.3 Purpose of using the resources:

Chart no.3



Observations:

Chart no 3 stated that, 62(83%) students using resources through OMG for study purpose. 41(55%) are using for research purpose & only 7 (9%) students are using other purpose.

Summary:

As per the data analysis, students are aware about Open Management Gateway Service. They are using the links mainly for e-Books. Every year library organizes hands on training sessions for students to know and understand about services.

Conclusion

Open Management Gateway is a platform for the links which is useful for students, faculties & researcher for their study and research purpose. Librarians have to understand the role of subject gateways and how users can get desired information using qualitative web pages so that librarian can orient users for getting better and qualitative information for their study. Open Management Gateway is the best

Service & every institute can successful create this platform & provide services to their users. KBS will plan to promote the OMG so that all students will be aware of the service. Resources linked on other categories will also be promoted. Further research will be done to evaluate why specific links are not used. New links will be added to increase the usage.

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Kohinoor Education Trust



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Kohinoor Education Complex, Kohinoor City, Kiroi Road,
Off. LBS Road, Vidyavihar / Kurla (West), Mumbai - 4000 70.
Tel.: 022 - 67887777 / 729 | Email: library@kbs.ac.in
website: www.kohinoor.edu.in