Work from Home on Library Services during Pandemic

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Abstract — Over the last one and a half years, people across the world have been forced to work from home. This has naturally accelerated the development of the digital workplace. Work in the digital age provides a comprehensive analysis of how emerging technologies reshape the workplace. How does the process of digitalization transform the nature of work? Technological change in the workplace is occurring across many types of industries such as trade, finance, and telecommunication and so on. Library & Information science field is no such exception. Libraries are predominant sources of statistics for society and they function guardians of the general public's get entry to statistics. The arrival of the digital global has revolutionized how the public obtains its facts and how libraries provide it. However, at present the whole world is going through a critical phase of COVID-19 pandemic & lockdown environment. Coronavirus has threatened and affected almost all spheres of our living and livelihood. Every academic institution including libraries and information centres have been affected with corona virus. Libraries with their reading halls/ study rooms are also closed. Hence, no physical access to the print collection is possible. As a result, the concept of 'work from home' provides a proper way to manage the home time into use of quality time. The main emphasizes of this paper how libraries can best contribute beyond the off-campus to users' during this crisis and how to make use of our resources remotely at home.

Keywords — *Pandemic; COVID-19; Digital Workplace; Library Services; Open Educational Resources; Remote Access.*

1. Introduction

History teaches us that crises reshape society. It's far still unsure how COVID-19 will reshape our society. As librarians emerge from Covid-19 closures, they are considering how they'll keep existing services along with the new ones. It reflects a broader struggle within the library services field, librarians say, because their mandate has done nothing but grow (Bonner, 2020).

Since pandemic as well as lockdown is going on. Now new concept work from home has come and we have welcomed digital workplace at home to minimize the digital gap. Another thing balance is required between society & education.

All educational institutions are closed due to lockdown. Education & library service is twin sister. They cannot live without each other. Library is the heart of any educational institution and also peoples' university of the society. Accordingly, all libraries are remaining also closed. Now teachers at home, students at home, so they are using open educational resources. Hence, the users, the information resources and librarians have to stand at the door of digital workplace.

Anyone is in favour of technological innovation and modernisation. Paintings in the virtual Age is the major cutting-edge venture. Paintings is moving from the bodily to the digital place of business. Workplaces aren't disappearing but they may be decreasing in length. Their configuration is also converting, and their role in the workplace is being adapted.

Work itself is becoming increasingly portable, mobile and flexible. This shift is driven by a host of factors: lower cost and better technology, transport issues, emergency or disaster situations, workforce needs, environmental targets, new hire demographics, internet innovation – the list goes on.

It is a shift that brings challenges in where and how we work. These are partly physical – the need to adapt the places in which we work, whether these are repurposed offices, better home offices, co-working or "third places". But wherever we work physically, we are also almost always in a digital workplace. The digital workplace is emerging as the new end-user computing platform, securely delivering anytime, anywhere access to all apps, services and resources across all devices.

2. Objectives

- To know the historical aspects of pandemic & its impact in libraries in the world.
- To identify mode of dissemination of services during pandemic.
- To assess type of facilities and services provided to the users during the pandemic period.
- To identify how the libraries overcome the situations and provide services to its users.
- To know the present trends of library services.

3. Scope of the Study

From the inception of human civilization, people face different types of deadly diseases such as Plague, Black Death, Cholera, Spanish flu, SARS, Swine flu, Ebola, COVID-19 and so on but this paper is limited to discuss about COVID-19 in context of libraries. Services carried out offline by the libraries under study but not uploaded on the websites could not be highlighted. Hence a comprehensive coverage cannot be claimed.

4. Methodology

The present paper is a macro level and descriptive study in nature, based on secondary data collected from the different websites (i.e. google, google scholar) and online academic publications gateways (i. e. BASE, Semantic Scholar, Microsoft academic search engine, etc.). This includes internet resources of published and unpublished records, reports and contributions of several institutions, organizations and individuals in India and abroad. Data has been collected up to the 29th October 2021.

5. Review of Literature

A review of literature not only provides glimpses into the earlier studies carried out in this particular area but also reflects the direction in which it is moving. A lot of papers have been published work from home on library services during pandemic in previous years. The role of libraries in public emergencies has been discussed with much attention.

The role of libraries in public emergencies has been discussed with much attention to libraries' patron services. In terms of educational support, librarians worked within their liaison areas to help universities continue to deliver educational programs in the event of a pandemic influenza outbreak (McGuire, 2007). In phrases of disaster response, libraries performed multiple roles as institutional supporters, series managers, statistics disseminators, internal planners, community supporters, government companions, educators, trainers and statistics network builders (Featherstone et al., 2008).

In terms of information services, libraries provided integrated information products that were processed and integrated to carry out information services during the natural disaster emergency management (Zach, 2011). Library intelligence services played a main position in supplying facts and facilitating communique after screw ups (Wilson, 2010). Ali, Naeem & Bhatt (2021) studied that how COVID-19 has changed the library services serving style. The study highlighted to present the librarians who are working from home, share which type of library service librarians provide to library users and how they are connected with library users. Working from home (WFH) which type of problem and difficulty are faced during the providing of this pandemic crisis. From the review, it is clear that such compilation research work on pandemic and library services had been made in past.

6. Need of Libraries to Survive in Pandemic

Libraries are pivotal spaces in times of crises. More in a plague, while the mental fitness of a nation is at stake. We all need an area where we will speak and make experience of the world round us and now not stay in a bubble of silence or neutrality — and libraries are that area. Libraries are not a storage space for books; they offer 'space' to children and the community to step in, share, interact and explore. In a pandemic, this is 'important' for the mental fitness of the country and its residents.

7. Evolution of Pandemic

Mankind has faced many tough pandemic situations throughout history where some of them were more dangerous for the whole community of humans. This time once again every country is facing a very tough situation, fighting with a hidden enemy called coronavirus (COVID-19) (Bhati & Kumar, 2020). This state of affairs is unheard of, ordinary, unknown, weird, difficult, volatile, and calls for social distancing, use of masks, soaps, sanitizer, and so forth. We must observe many mobility regulations. A similar in advance pandemic, occurring inside the years 1918-19, is referred to as the Spanish flu (Hasan, 2020).

The Spanish flu pandemic within the first decades of the twentieth century was the primary real worldwide pandemic and the primary one which passed off in the putting of modern-day medicine, with specialties such as infectious diseases and epidemiology reading the nature of the illness and the course of the pandemic as it spread out. It's also, as of this time, the last real worldwide pandemic with devastating outcomes for societies across the globe. It was caused by the H1N1 strain of the influenza virus, a strain that had an encore outbreak in the early years of the twenty-first century (Huremović, 2019).

The World Health Organization (WHO) announced COVID-19 outbreak initially, as a public health emergency of international concern (PHEIC) on January 30, 2020 and later declared as a pandemic on March 11, 2020 (World Health Organization, 2020).

8. Digital Workplace

The time period "digital place of business" turned into coined through Charles Grantham and Larry Nichols in

1993 (Perks, 2015).digital administrative centre is a place of job that isn't always positioned in any individual bodily space. it also includes in a network of several offices technologically connected without regard to geographic boundaries. It gives for information sharing and collaboration in lots of new and effective methods. It has advanced slowly over a few years. New equipment, programs and emerging technology have crept into our working lives, piece through piece. It started out with the creation of e mail, on-line admission, banking machine, payroll & HR systems and so forth. it's going to preserve, reshape & redefine itself indefinitely.

The digital place of job is the cutting-edge, virtual place of business wherein era permits personnel to work from everywhere at any time. It encompasses all of the distinctive technologies your personnel use to solve their duties. The main theme of digital workplace is online access, global connectivity & enhanced services (Figure1) and beauty of digital workplace is you can communicate and collaborate from anywhere i.e., anyplace, anytime, any information, any resources, any language and any format i.e., you can access the information 24x7x365 days.
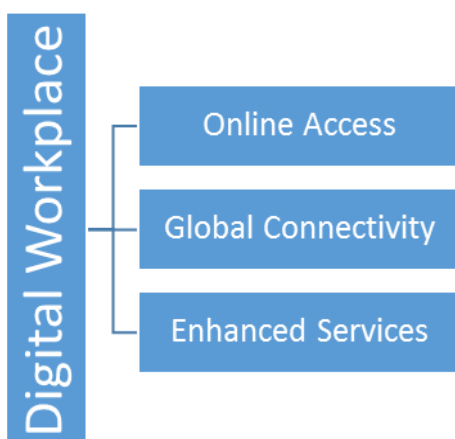

Fig.1: Main theme of the Digital Workplace

9. The Evolution of the Digital Workplace

The "traditional workplace" has always been in trade, and we've located higher methods to speak, collaborate and connect with each different. This variation, but, has multiplied throughout the final many years with an increasing amount of information available, new generation, expectation of users throughout Covid 19 pandemic and a call for pace and efficiency. Together, this stuff are reshaping the work surroundings—and reshaping employees' expectancies.

The tendencies riding the virtual workplace started out within the early Forties and have been evolving ever on account that. Key events encompass the introduction of the iPhone and Android, usually-on internet service and high bandwidth connectivity, the emergence of cloud offerings, software program as a provider (Saas), synthetic intelligence (AI) and net of things (IoT) generation. Upload to that the digital transformation of the place of job and the upward push of far off and disbursed people, and there may be a framework upon which these days's digital place of job became founded. The evolution of the virtual place of job has been shown in figure2.
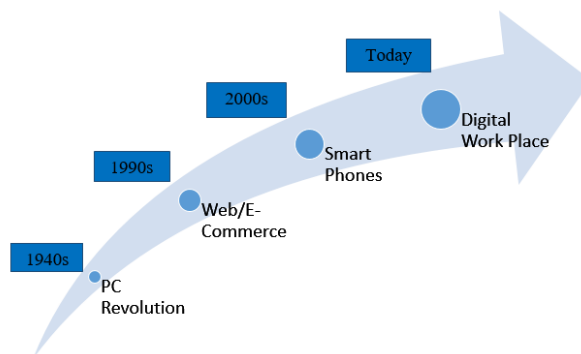

Fig.2: The Evolution of Digital Workplace

The figure 2 indicates that evolution of digital workplace has been slowly changed during 1940s to 1990s where as it has been drastically shifted during last 20 years that is first decade of the 21st century.

10. Cconcept of Library Sservices

The library is an organization to disseminate reference and information services to its users. Library service is the combination of the service-process and its delivery. There are various service process to be carried out in a library. Various sections like acquisition section, technical section and maintenance etc. offer these services. After the completion of this process, service can be rendered to the users. The quality of service starts from the acquisition section, which carried uniformly to circulation section. Therefore, it is very necessary for librarian to understand the users, what they want, how they want and when they want the documents and information. Since the middle of the 20th Century, libraries have been radically changed from storehouses for books and journals to the powerhouses of knowledge and information. This revolution has happened due to the information and communication technology.

11. Present Trends during Pandemic

Libraries had been growing digital services to fulfil the desires of purchasers from one-of-a-kind backgrounds, and there may be no want for customers to physically visit the library to apply the services. The virtual offerings include reference services, bibliographic training, and e-resources usage consisting of electronic journals and books, beyond

exam papers and the institutional repository to guide the studying, studies and teaching sports in better education establishments.

Libraries have been using websites and social media (such as Face Book, WhatsApp) to provide emergency information services, such as library response measures, emergency development and virus prevention knowledge to its patrons during last one and half year. Libraries are also providing different types internet resources to the academic community.

12. Open Pedagogy

During last few decades the term "open" has been heavily used and it has multiple interpretations such as open access, open source, open textbook, open pedagogy … In general, "open" within these contexts implies unlimited, free, public access with the ability to change and transform the educational content. Within the educational realm, we see even greater variations of "open" in terms of how the access to and adapted creation work together (Hoffman & Clifton, 2019).

The concept was introduced in 2002 at UNESCO Forum on the impact of open courseware for higher education developing countries and gained momentum at the 2012 world OER congress. OER is digital educational content & it is a replacement for textbook. It is entirely new model for educational content creation & sharing. Open Pedagogy approaches (OPA) offers a group of open instructional assets and open pedagogy case research that offer educators inclined to discover the power and freedom of open with thoughts, recommendations, and inspiration (cook, 2020).

OERs are educational materials that are openly-licensed, usually with Creative commons licenses, and therefore they are generally characterized by the 5Rs: they can be reused, retained, redistributed, revised, and remixed.

13. Open Educational Resources

Libraries have already taken a leading role in educating faculty on the benefits of creating and adopting open educational resources, free or low-cost textbooks, and learning materials that provide teacher personalization while lowering the cost of student education (Cox, 2021). OERs will be in demand as faculty seeks alternatives to bulky print textbooks.

For all those library users who have developed or developing online reading habits, there are several digital resources available as reading material for free of cost.These are as follows:

Table 1: Open Source Resources- E-Books/Digital Library/Digital Repositories

Sl. No.	Name of Web Resources	Description	Web Address/URL
A. Digital Repositories			
1	NDLI	Educational materials available for all subject areas like Technology, Social Science, Literature, Law, Medical, etc.	https://ndl.iitkgp.ac.in/
2	Internet Archive	Internet Archive is a non-profit library of millions of free books, movies, software, music, websites, and more.	https://archive.org/
3	World Digital Library	The World Digital Library provides free access to manuscripts, rare books, maps, photographs, and other important cultural documents from all countries and ...	https://www.wdl.org/en/
4	Open Library	Open Library is an open, editable library catalog, building towards a web page for every book ever published.	https://openlibrary.org/
5	Digital Repository of West Bengal Public Library	It has 33905(As on 5th July,21) collections of rare books in digital format of different libraries of West Bengal	http://dspace.wbpublibnet.gov.in:8080/jspui/
B. E-Books			
6	Project Gutenberg	Project Gutenberg is a library of over 60,000 free eBooks	https://www.gutenberg.org/

7	Khan Academy	Khan Academy non-profit educational organization with the mission to provide a free, world class education for anyone, anywhere. It provides short lessons in the form of videos. Its website also includes supplementary practice exercises and materials for educators.	https://www.khanacademy.org/
8	OpenStax	OpenStax publishes high-quality, peer-reviewed, openly licensed textbooks that are absolutely free online.	https://cnx.org/
9	Directory of Open Access Books (DOAB)	All DOAB services are free of charge and all data is freely available. 43,172 academic peer-reviewed books from 622 publishers as on 22th June, 2021	https://www.doabooks.org/
10	HathiTrust Digital Library	HathiTrust is a partnership of academic and research institutions, offering a collection of millions of titles digitized from libraries around the world. It is Founded in 2008 and offers 17+ million digitized items for reading access to the fullest extent allowable by U.S. copyright law.	https://www.hathitrust.org/
C. E-Theses			
11	Shodhganga	It is the digital repository of Indian Electronic Theses and Dissertation. Total full text theses 310339(as on 5th July,21)	https://shodhganga.inflibnet.ac.in/
12	Open Access Theses and Dissertation (OATD)	It is the resource for finding open access graduate these and dissertations published around the world	https://oatd.org/
13	ProQuest	It provides the full text of open access dissertation and theses free of charge	https://www.proquest.com/
14	Networked Digital Library of Theses and Dissertation (NDLTD)	It is the networked digital library of Theses and Dissertations. It provides information and search engine for electronic theses dissertations (ETDs)	http://www.ndltd.org/resources/find-etds
D.E-journals			
15	DOAJ (Directory of Open Access Journals)	The DOAJ (Directory of Open Access Journals) was launched in 2003 at Lund University, Sweden, with 17057 open access journals. It covers 80 languages and 129 countries. DOAJ is a community curetted online directory that indexes and provides access to high quality, open access, peer-reviewed journals. It is free to use or reuse for everyone.	https://doaj.org/

14. Library Website as a Virtual Front Door

During pandemic there is no provision to communicate with users except the dissemination of information through library website. In this context, most of the libraries have readdresses their websites so that libraries can represent the primary path of interaction for their patrons. That means website of the libraries should be more users friendly, responsive and customizable.

15. Remote Access to E-resources

Major of the libraries have their digital collections as well as subscribed resources for their users. Before

COVID-19, users come to library for use their required resources but they are unable to use the library due to pandemic. So libraries have changed their method of dissemination services through remote access to E-resources. It has been also seen that libraries have displayed step by step user's guide on remote login to get access to the licensed E-resources.

16. Free and Expanded Access

Some academic/commercial publishers have provided expanded access (access to more materials than generally given) to subscribers or providing free access to their materials due to the current crisis. To support educational institutions during this challenge time of COVID-19, several publishers are providing free content access in full or providing research material, educational course material as a support for students, research scholars and academics, such as American Institute of Physics(scitation), ACM digital library, Annual reviews, JSTOR archives, Cambridge university press, SIAM (Society for industrial and applied mathematics) etc.

17. Conclusion

Presently, we don't get to see our users in libraries due to pandemic. Most of the librarian are trying to reach to all remote users through digitization activities. Now digital work i.e. work from home has been increased. As a result, libraries switched to the virtual and offered online services with the help of technology. So, perish the old & raise the new. Change is inevitable- are we to be architects or victims of outcomes? Change is ongoing process for sustainable development. It's time for libraries to rewrite themselves for a sustainable future.

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