

Libraries Opportunities and Trends for Disseminating and Knowledge Engagement in the Context of The Covid-19 Pandemic

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Received Date: 20 August 2021
Accepted Date: 18 September 2021
Published Date: 1 October 2021

Abstract. The way people communicate is changing as a result of technological advances, and teaching, learning, and research methods are becoming more diversified and dynamic as a result. The library plays a crucial role in adapting to these shifts and in discovering opportunities to use technology to foster intellectual growth and achievement for the people and institutions served. It is becoming increasingly necessary for librarians to fulfil this function during the pandemic, which means they must develop new or unfamiliar technical skills and methods to the profession during this new normal.

Keywords: Knowledge engagement, libraries during covid-19, pandemic for library, disseminating information, libraries pandemic control

1 Introduction

Providing access to collections and services has been a challenge for libraries all around the world because of lockdowns. Libraries, although evolving enough as predicted during all these years have forced to emphasized the digital services and dive in full force in providing for the needs and expectation of the library users despite in competencies and some services that all this while remain a dormant or unappreciated project. The restricted notions resulting the people unable to occupy themselves have led to many instances of difficulties in searching and finding information, and pro-

moting knowledge engagement that are usually there physically and also restrictions of online resources. There is no doubt that libraries of all kinds were busy marketing their digital resources during the corona virus outbreak. Despite this, physical resources are frequently requested by users, particularly in scientific organisations conducting pharmacological and pharmaceutical research to aid in medical diagnostics and the discovery of new medications and treatments that is very much needed as discoveries needed to be fast to save lives. The library, as lame or stereotypical it may seem; is an ideal location for such projects because it is a frequently visited space that is generally considered to be a safe place (Benedetti et al., 2020). It is common for many libraries to operate as a public domain, where it entices public or users to use spaces and be comfortable that contributed to the worth of library's existence, now with the COVID-19 happened, libraries had and need to play importance role to be on top of their game. Libraries with a large amount of electronic resources may be able to serve their customers even during the global lockdown. Several libraries have launched their digital services, putting on virtual exhibitions, showcasing website content, and launching the Let's Read Together online campaign, to name a few of many activities online and utilizing the social media platforms. There have also been significant attempts to increase access to library materials both online and offline, for example by expanding the number of e-books/e-journals/CD-DVD, etc. to reduce the risk of virus propagation.

2 Library Scope To Enable Function During Covid-19

Traditional libraries have been changed into smart Libraries as a result of recent technological advances and inventions. In a pandemic crisis, libraries today provide a wide range of innovative services to meet the information needs of patrons. It is no longer a mystery of the role of libraries has shifted dramatically in the twenty-first century, but more technological usage has been applied and use for submitting to the need of users for this past 2 years. Libraries play a crucial role in disseminating information and knowledge to a specific group of people, and thus defines the scope of libraries (Ladan, M., et al., 2020) have redefined tremendously on the usage and operations as a whole. Libraries are repositories for information stored on physical or digital media as it is because libraries are living organisms, they will continue to expand their collection and services. In contrast to conventional libraries, modern library trends include a digital/virtual form of collecting and remote access for their customers. The use of ICT, the Internet, and in particular the World Wide Web has revolutionised library activities (Amiya, P., 2020), therefore there have been changes in the usual operation of libraries in the digital world. Digital libraries, e-books, e-resources, and e-services are all current trends in library resources. Smart libraries' future prospects include the use of skill and knowledge, as well as the large-scale recording, storage, retrieval, and dissemination of information in e-format.

3 Trends Of Library Services During Covid 19

Despite the unfortunate turn of events, librarians are looking forward to discovering new services and opportunities to build a stronger library-user interface in the future. The year 2020 should mark a revolution in the information industry but however the challenge that impacted the whole industries not only the information management have had the options need to be widen creatively. Librarians must have access to the most recent infrastructure, information communication technologies and human resources in order to accomplish these goals. Virtual reference is a type of reference service that is initiated electronically, often in real time, and in which patrons use computers or other Internet technology to communicate with reference staff without physically being present. Chat, videoconferencing, Voice over IP, co-browsing, e-mail, and instant messaging are all common communication channels in virtual reference (Guidelines for Implementing and Maintaining Virtual Reference Services, RUSA, 2010).

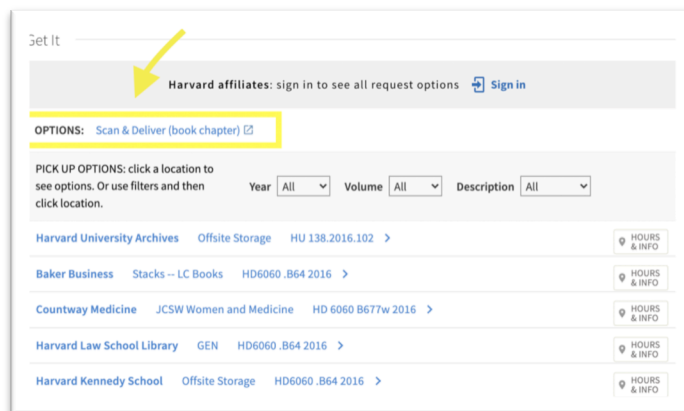


Fig. 1. Screen shot of scan and deliver link in HOLLIS

Some of the libraries also refer to the term reference services requested and provided over the Internet, usually by e-mail, instant messaging, or Web-based submission forms, usually answered by librarians in the reference department of a library, sometimes by the participants in a collaborative reference system serving more than one institution. e-reference, online reference, real-time reference, and virtual reference are all terms that describe the same thing. (ODLIS's Digital Reference definition, ALA 2021). With the use of an information technology platform, students, professionals, and research researchers can access connected material on their desktop, laptop, or smartphone (Sachin W., 2019). The use of information and communication technologies has presented difficulties for library staff. Technology has made it necessary to provide library services, resources, and electronic resources to the public through technological means. Furthermore, there are also a remote service for library

users who are requesting finding aids that are not already digitized. Harvard Library, for instance had this service called scan and deliver where they will scan and email anything from book chapters and periodicals to unique collections and ephemera from the Harvard library. Use the "scan and deliver" request link in the HOLLIS item record. The link will show HERE if item is eligible. Scans are sent through email and are available for 30 days after that to download.

A library database is a searchable electronic index of reliable resources that have been published. Access to a wealth of useful research materials from academic journals, newspapers, and magazines is made possible by databases. E-books, relevant Web resources, and various multimedia are also included in some databases. It is crucial to have a library guide since access during these times is done remotely. Bond University Library provides customer-focused, innovative services, information resources, and programmes to support the University community's teaching, learning, and research needs. They have come up with a video tutorial containing the narration of the how to on the library portal and websites.

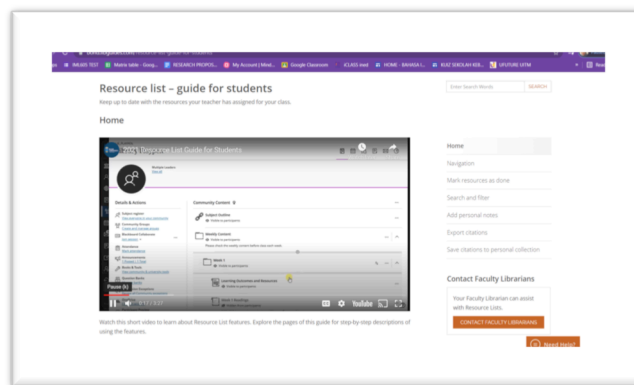


Fig. 2. Bond Library Resource List features library guide

Any library's vision and mission can be successful if it meets the needs of its users to the greatest extent possible. It is a difficult task for any library professional to collect, manage, organise, and disseminate information about library resources and services to users in any academic institution. To effectively manage them, the library website is the best medium or platform through which information can be easily delivered to the user. Libraries should design and develop a dynamic, dedicated, and interactive website with the user in mind, so that any user can easily and quickly obtain all necessary information. The library's website must reflect what the library has to offer. The library's website should be a reflection of the library, which is the beating heart of any academic institution. There is little doubt that the library's website has become one of the most effective instruments for increasing user knowledge of library activities and services. Creating a library website and keeping it current on a regular basis is a creative and difficult task that necessitates the expertise of library staff in web design as well as their regular library duties. Despite the high danger of infection

from coronavirus-carrying materials, using library resources is critical for research on ongoing projects. Today's librarians must provide library services in a safer manner by adhering to standard operating procedures or government guidelines. As a result of the aforementioned, several libraries have implemented a waiting time (also known as a quarantine) before issuing or returning books. Different countries have established their own operating procedures for handling library resources, such as the Australian Library and Information Association's suggestion to clean plastic-covered items like DVDs using alcohol wipes.

A study in Denmark, for the community library by Jaeger, M (2020) stated that inequality presented in educational opportunities during Covid-19: families' daily withdrawal of digital children's books from libraries based on socio-economic status, where during COVID 19 and between restriction order and operating the economic operations that froze resulting many in the brink of losing jobs, cutting wages and benefits that not only affect people but also the country. This is well supported by Ladan, A., et al. (2020) stating that Information and knowledge dissemination was disrupted and halted during the COVID period, which resulted in decreased learning and opportunity growth as well as reduced productivity. Education programmes were also put on hold during this period. Thus, Libraries' efforts to ensure that the informational needs of their patrons are met on a continuous basis are critical if things are to stay normal in the current environment. As seen on the table 1, that summarized a global effort from the libraries for overcoming challenges faced according to the resources often seek from the libraries.

Table 1. Summary of Covid-19 Operation according to the resources

RESOURCES	TASK OPERATION DURING COVID-19	REFERENCE
ONLINE MATERIALS	The Higher of Education in Pakistan is in the process of establishing the National Knowledge Bank (NKB) mechanism with the following responsibilities: “support libraries in transitioning to online readiness; identify and curate online materials appropriate for online courses; and negotiate with Coursera, EdX, and other content providers to build Pakistan's resource bank.”	Rafiq, M., Batool, S. H., Ali, A. F., & Ullah, M. (2021). University libraries response to COVID-19 pandemic: A developing country perspective. <i>The Journal of Academic Librarianship</i> , 47(1), 102280.
INFORMATION LITERACY CLASS	Nankai University Library summarized every aspect of its online information literacy course, from the course preparation, teaching platform, teaching librarian and support team, to course assessment, etc. to attract students and	Guo, J., & Huang, J. (2021). Information literacy education during the pandemic: The cases of academic libraries in Chinese top universities. <i>The Journal of Academic Librarianship</i> , 47(4),

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	show in respect on inclusion of library as main source of reference during COVID.	102363.
COLLECTION DEVELOPMENT	The Western Australian State Library has back-of-house collection rooms, individual workstations, and staff facilities that may fulfil social distancing requirements, and workers soon developed agreed etiquette governing the usage of lifts, the kitchen, and other common areas. The building where the COVID-19 emergency services tea was held had been given over to a team of our home department workers on short notice.	Allen, M. (2020). Unprecedented times–The state library of Western Australia’s COVID-19 experience. <i>Alexandria</i> , 30(2-3), 224-235.
WEBINAR	Use of webinar tools for teaching and learning by library and information professionals in Nigeria	Idhalama, O. U., Igbinovia, M. O., & Ezeabasili, C. A. (2021). Use of webinar tools for teaching and learning by library and information professionals in Nigeria. <i>Information Development</i> , 02666669211003923.
HEALTH CAMPAIGN	Librarians can support medical staff, academics, research teams and paramedical staff by drawing attention to the latest developments regarding vaccination, diagnosis kits and relevant studies published in medical journals. All the well-known databases provide free access to articles relating to COVID-19 (Coronavirus) literature production rate has also increase during this pandemic phase.	Ali, M. Y., & Gatiti, P. (2020). The COVID-19 (Coronavirus) pandemic: reflections on the roles of librarians and information professionals. <i>Health information & libraries journal</i> , 37(2), 158-162.
READING CAMPAIGN	"Please Sit at Home and Read Books" campaign organised by the National Library of Malaysia (PNM) during the implementation of the Movement Control Order (MCO) in 2020	Shaifuddin, N., Satirah Wan Mohd Saman, W., Abdullah Sani, M. K. J., & Yu, H. (2021). Exploring barriers and possible actions suggested in rural libraries for information society: Perspectives from library practitioners in Malaysia. <i>Journal of Librarianship and Information Science</i> , 09610006211036737.

4 Suggesting Changes To The Library's Role In Order To Meet The Goal Of Knowledge Engagement During The Pandemic.

Educational institutions all over the world are turning to online learning platforms to help them continue the process of educating students. The new normal is a transformed concept of education, with online learning at its heart. Digital learning has now emerged as an essential resource for students and schools all over the world. For many educational institutions, this is a completely new way of teaching that they have had to adapt to. Online learning is now used not only to learn academics, but also to learn extracurricular activities for students. The demand for online learning has increased significantly in recent months and is expected to continue. Here is where the library can play an active part of integrating their resources to submit to the need of such courses hold in example where the popular option now days; massive open online courses (MOOC) as stated by Amruta, A., & Naik Ramgir, V. (2021). In order to create strategies for more efficiently delivering courses and ensure that students have an unbroken learning path, decoding and understanding these pros and drawbacks will better provide insights to the libraries and institutions.

It's possible that the library's website is both the most valuable and the most annoying piece of information for both library users and library staff. Librarians and others quickly learned that it is impossible to keep up with the rapidly changing technical environment while also maintaining a website that accurately reflects the everyday habits of its visitors. This implies that library websites are typically out-of-date, or at least that is how many people perceive them to be. Many people now view a website as nothing more than a portal to a variety of user-friendly services, as opposed to the past when the website was the primary focus. In order to improve their online presence, libraries have implemented a variety of strategies, including dynamic content generation and development of my-library suites (personalised services/information available on demand). Libraries have a long history of evaluation, both in terms of influence and results (Poll, 2003; Salisbury & Peasley, 2018). The impact of library websites on their institutions, on the other hand, has not been thoroughly researched. To find out if university libraries help with web presence, implementation of search engines optimization (SEO) strategy need to be applied. Web positioning approaches used by Binghamton University librarians, for example, were discussed by Rushton, Kelehan and Strong (2008). The authors saw search engines as partners rather than competitors, given that SEO increases the visibility of web sites and content.

The utilisation of social media is a complicated process. It's a way to be entertained, to interact with others, and to learn things (Brenda K. W. 2020). It's also a reflection of our thoughts. 6.7 million people addressed the coronavirus on social media in one day, according to a recent Forbes.com study. Sprinklr's analysis of search phrases connected to coronavirus found approximately 20 million references less than two weeks later, that indicate the pandemic is unquestionably on top peo-

ple's minds. However, there are other features of social media that can be quite beneficial to folks who are experiencing anxiety or feeling alone. In addition to eating healthily, exercising, and getting enough sleep, we need also take care of our mental and emotional well-being. Libraries can adapt their role in providing or guide user on how to and where to find reputable information, despite using the fancy features to publicized library activities and digital collections, offering virtual helpdesk, online references, handling literacy sessions online and the list can go on and on as long as libraries can get creative.

In the end, excellent engagement through websites, digital initiatives and social media, designate librarianship and technology go hand in hand. Adding values, communicate gap bridging, and establish great customer relationships are all part of the process. New opportunities will be created as technology evolves.

5 Conclusion

The digital era's improvements in technology have transformed the library's services. Libraries on the internet have improved their resource management and digitization skills. Because people in modern information societies prefer to access material in digital form, library services must be provided by staff who are knowledgeable in that format. The library plays an important role in the collection, storage, analysis, interpretation, and transmission of information among library users. This article has provided an opportunity to learn about recent technological improvements in order to make the most use of library resources and services to reach for knowledge engagement and reputable distribution of information during global lockdown and pandemic circumstances.

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