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# International

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**Theme : "Library Users and Resources"**

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## International e-journal of Library Science

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From a humble beginning in 2002, Guru Nanak Institute of Management Studies (GNIMS) has grown into a completely integrated management school. The vision of the school has been “to provide innovative, relevant and intellectual stimulating management education while encouraging critical reflection and creativity”. We have been living up our vision ever since by fostering favorable learning atmosphere and able academic leadership in the school. We are equipped with good infrastructure and have a strategic location too.

**Vision :**

- To be a leading Business School for innovative and entrepreneurial approach to education, research and collaboration

**Mission :**

- To deepen the understanding of critical knowledge in the emerging areas of management.
- To develop superior leadership skills through partnerships with institutions, industry & society.
- To create the best possible environment for staff and students which is led by learning, discipline and result orientation.
- To promote research and entrepreneurship through collaborative action.

**Values :**

Excellence, Creativity & Innovation, Customer Focus, Continuous Learning, Discipline & Mutual Respect, Ethical Practices, Result Orientation.

**Program Educational Objective (PEOs) :**

- To educate and strengthen the students' knowledge base with fundamentals, practices and emerging trends of management discipline.
- To ensure holistic development of students by equipping them with appropriate knowledge, skill and attitude required to become successful leaders.
- To promote the spirit of entrepreneurship and importance of creativity and innovation and its application.
- To inculcate the sense of ethics and corporate social responsibility and become responsible management professionals.
- To foster the essence of collaborative working and continual learning among students.

**Program Outcomes (POs) :**

- Apply knowledge of management theories and practices to solve business problems.
- Foster Analytical and critical thinking abilities for data-based decision making.
- Ability to develop Value based Leadership ability.
- Ability to understand, analyze and communicate global, economic, legal, and ethical aspects of business.
- Ability to lead themselves and others in the achievement of organizational goals, contributing effectively to a team environment.

### About International e-Journal of Library Science :

International e-Journal of Library Science is a peer-reviewed Journal published twice a year in June, and December with ISSN No. 2319-992X. The Journal has accredited with the Impact Factor by International Innovative Journal Impact Factor for 2016-17 is 4.101 and Impact factor by PIF for 2019 is 4.650.

International e-Journal of Library Science publishes articles from people who research, teach and apply various aspects of library Science in their respective fields.

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## An Analytical Study Of Usage Pattern Of MGV's IMR Library

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*"Education is the ability to listen to almost anything without losing your temper or your self-confidence."*

*- Robert Frost*

### ABSTRACT :

*In the 21<sup>st</sup> era, the library environment was totally changed. It has increased the expectations from the library and the librarian. Librarian's roles have already changed. Users today expect customer service for the library. Reading habits of the users have changed, laptops, tabs, whatsapp, update the knowledge of the reader. Reading habit is different but the main dictum is increasing their knowledge. The study focused on user's satisfaction with library services. The objective was to find out that are the users really satisfied with the services provided to them? Are they happy with the staff or are the facilities provided proper? The users are attracted only if we provide a wide range of these facilities. These services and facilities of the academic library have a large impact on the user satisfaction. This research was conducted to identify that various needs and facilities that were required by the library users of MGV'S IMR'S students of impact on its users' satisfaction. Primary data were collected from library users. The data covers up to everything from newspaper facilities to the competitive exams books which are provided by the college.*

*Also, some suggestions were made to provide quality services and increase users' satisfactions.*

### KEYWORDS :

***Library Users, Library, Reading Habit***

### Introduction :

'User study' means a study for the users of information. It deals with the kind of information required by the user, the ways and means. The use of the information, the flow of the information is natural process and continuation of users relationship of studies. 'User study' is the means for systematic examination of the characteristics and behavior of the users of the systems and services. The users study is directly linked with the effectiveness (performance) of the library and information services provided as they aim at satisfaction of users needs.



### Problem Statement :

For the effective planning and management in academic libraries, use of library as an aspect of users' studies is a fundamental support. The evaluation studies on library use have always seen for the student's use of academic libraries. The main objective of this research is to obtain the usage pattern of library resources by the students and their satisfaction.

### Objectives :

1. To determine the frequency of the library use by the students
2. To identify usage pattern of MGVS's IMR library by students.

### Literature Review :

Martensen & Gronholdt evaluated the literature and surveyed a focus group to identify the key determinants of the academic libraries. They identified that, the collection of printed publications, e-resources, library services, technical amenities, and library atmosphere are key determinant to identify the service quality of the libraries.

Lancaster observed that the evaluation of library based on the satisfaction of the library users can be identified in the possible ways of such as cost evaluation, cost effectiveness evaluation, cost benefit evaluation. Numerous studies were conducted by various authors to measure the academic library services and the users' satisfaction.

Poll & Payne has conducted the study and revealed that the diverse projects all over the world are trying to establish that the usage of library services can optimistically persuade competences and skills, attitude and actions of users. They suggested that the advantages that academic library users practice by using library services can be evaluated in terms of information gained, information literacy, educational and professional achievement, social addition, and amplify in entity well-being.

Pauline identified that the students are using the library services more than the academic staffs.

Sowole revealed that by providing the required information resources and services the library users' satisfaction shall be attained.

The services and facilities provided in academic libraries are: Borrowing and lending books and other materials, reference services, catalogue, photocopying, printing, study desks, computer lab facilities and information services, institutional membership, inter-library loan. Some major services provided in Sur University College were considered for this study. The factors considered for this study is: Photocopying the factors considered for this study is : Photocopying facilities, Printing facilities, Study desks facilities, Library Catalogue and PC provisions.<sup>5</sup>

### Research Methodology :

Sr. No.	Particulars	Methodology
1	Research Type	Descriptive
2	Research design	Exploratory
3	Sampling	Convenient Random



4	Population Size	120 Users
5	Sample size	86 Users
6	Data type	Primary & Secondary Data
7	Research instrument	Structured Questionnaire

The study what we carried out through the A.Y.2015-16 was only for MBA students. We had used a questionnaire as an instrument used for gathering information. A hundred and twenty copies of questionnaire were distributed and out of these 120 copies, a total of eighty six copies were returned with constituting a 76.66% response rate. Analyzation of this collected data lead to results with relevant headings using percentages and frequencies.

### **User study: a background :**

#### **Definition :**

According to a “Whittaker” a user may be defined as, “a person who uses one or more library’s services at least once in a year”. Users are individuals who can be divided in two different categories on the basis of tasks assigned to them in a library organization. (Devarajan G (1989)<sup>6</sup>. Users approach in information in libraries.

Menzel (1966; p. 43) tries to delineate these studies and says “when approached from the point of view of the scientists or technologists, these are studies of scientists’ communication behavior. When approached from the point of view of any communication system, they are studies in the flow of information among scientists and technologists”

Menzel’s (1966) category of user study is as follows :

(a) User studies (b) Behavior studies (c) Information flow studies.

#### **a) User studies :**

Such studies try to find out relative use of different channels in response to questions like, “Where would you search for information?” or “How did you find the reference?” Such studies have found that the common channel used by people include personal recommendations, abstracting and indexing services, [finding information] by chance, regular perusal of journals, etc.

#### **b) Behavior studies :**

These are carried to find the pattern of the overall reaction of the user community to the communication system without reference to any specific information receiving event. They basically study the communication behavior of the users. One survey conducted by Operations Research Group of the Case Institute of Technology in 1958 found that scientists (chemists) generally spend almost half the time of their working hours in some form of communication such as consulting literature, looking up for references, actual reading, talking or listening to a colleague and so on. Another study found that every scientist has six favorite journals. Out of this, one may be a primary journal and other may be secondary one.

**c) Information flow studies:**

These study the pattern of flow of information in the communication system. For example, an article is usually published in a journal 30-60 months after it has been written. Between the time it was written and the time it is published, it flows through different stages of report preparation - (i) first the oral report at a conference, (ii) then the technical report, and finally (iii) it is written for journal. After it has been published, it will flow through abstracting and reviewing services in the next twenty-one months.

**d) Large number of user surveys of different types and of varying quality has been carried out which fall into two broad groups. (Prasad, 1982; p.80)<sup>8</sup>**

(i) Library Oriented Studies: The investigation of how individual libraries or information centers are used.

(ii) User Oriented Studies: How a particular user group obtains the information needed for the conduct of their work.

Hence the scope of user study is quite wide and ever increasing in its dimension i.e. new dimension are being added to it. Thus, important aspects of user study are

i) Information needs, ii) Information seeking behavior, and iii) Reading habits of the users.

**Types of users :**

The library / information system are of many types. Based on few criteria, they can be classified as:

1. By their library experience, they can classify into experienced and inexperienced users.
2. By the nature of their activities, they can be classified as student researcher, faculty, and so on.
3. By nature of their works, they can be classified into Businessman, managers, workers, etc.
4. Some other characters are also used to classify library the users: they are sex and psychological characters.

**Identification of their needs :**

The users are come to the library with information needs, but with minimum possible time, the library has to satisfy their needs, but it is not so easy for the library since users may not express their need exactly due to various complex psychological characters. It is the duty of librarians to ascertain information needs by putting series of questions. But it is also to remember that the user needs are ever changing and complex one. To identity users needs, several methods are designed. MS Pauline Athorton listed twenty methods to draw information from users. The methods are ranging from conducting survey to guiding the users. (Mews, 1972)

**Services to the users :**

Services to the users can be provided as follows :

1. Search assistance
2. Dissemination
3. Notification

4. Reference
5. Referral service
6. Document reproduction and
7. Translation

#### User's characteristics :

Lehman mentioned 7 user's characteristics that, if evaluate, would help the librarian in his efforts to satisfy user need. They are:

- (i) Personality level.
- (ii) Variability level and
- (iii) Vocational-a vocational level.
- (iv) Capacity level.
- (v) Satisfaction level.
- (vi) Functional reading level.
- (vii) Visual level.

Systematic study of user community will reveal the various characteristics of users seeking information.

Knowing this entire researcher has studied the usage pattern of library using questionnaire.

#### Data Analysis :

Q 1. How frequently do you visit in the MGV'S IMR Library?

Sr. No.	Particulars	Response	Percentage %
1	Daily	32	37%
2	Once a Week	28	33%
3	Twice a week	12	14%
4	Occasionally	12	14%
5	Can't say	2	02%
	<b>Total</b>	<b>86</b>	<b>100 %</b>

Q.2 . on which timing do you visit the library.

Sr. No.	Particulars	Response	Percentage %
1	As per your allotted time	38	44%
2	Lunch time	12	14%
3	At the end of Lectures	36	42%
	<b>Total</b>	<b>86</b>	<b>100 %</b>

Q.3. Please tick the purpose of visit to the library, specify the priority.(Multiple tick allowed)

Sr. No.	Particulars	Response
1	Borrow books	42
2	Consult periodicals	2
3	Read news paper	39
4	Search CD ROM	0
5	Internet browsing	3
	<b>Total</b>	<b>86</b>

Q.4. How do you search information from library? (Multiple ticks allowed)

Sr. No.	Particulars	Response
1	Requesting the library staff	28
2	Browsing the shelves	10
3	Refer the syllabus	48
4	Any other please specify	00
	<b>Total</b>	<b>86</b>

Q.5. which of the following materials do you use from the library? (Multiple ticks allowed)

Sr. No.	Particulars	Response
1	Books	44
2	Periodicals	4
3	Reference books	32
4	Project reports	5
5	CD's	1
	<b>Total</b>	<b>86</b>

Q.6. how much time do you spend in Library.

Sr. No.	Particulars	Response
1	Only 5-15 minutes	17
2	Half an hour	32
3	One hour	12
4	More than one hour's	25
	<b>Total</b>	<b>86</b>

Q.7. Please ticks the magazines and journals that read regularly.

Sr. No.	Particulars	Response
1	India Today	15
2	Business Today	10
3	Business India	7
4	Indian Management	6
5	Management Education	9
6	Indian Journal of Marketing	4
7	University News	2
8	Asian journal of management cases	6
9	Organization behavior	7
10	Entrepreneurship development	2
11	The Economist	6
12	Competition Affairs	12
	<b>Total</b>	<b>86</b>

Q.8. Do you use library books for preparing for competitive exams?

Yes, tick the exams options.....

Sr. No.	Particulars	Response
1	Yes	35
2	No	5
3	Can't Say	46
3 a	MPSC	9
4 b	UPSC	4
5 c	SET/NET/PET	3
6 d	Bank Exams	12
7 e	I.A.M.F.I. / N.C.F.M.	1
8f	MSEB /BSNL	2
9 g	Railway Exams	5
10 h	Other online private companies Exams	10
	<b>Total</b>	<b>86</b>

Q.9. Please tick Newspaper option that you read regularly.

Sr. No.	Particulars	Response
1	Maharashtra times	18
2	Lokamt	8
3	Sakal	9
4	Loksatta	5
5	Lokmat times	8
6	The times of India	20
7	Indian Express	7
8	The Economic Times	6
9	Business Standard	5
	<b>Total</b>	<b>86</b>

#### Data Interpretation :

Frequency of library been used –

Students were asked to state the frequencies for their use of library. 32 students (37%) stated, they used the library 2-3 daily, 28 students (33%) stated that they used library for nearly twice a week and 12 students (14%) said that they made use of library twice a week or on few occasions, while 2 students (02%) states that they can't say.

Students were also asked about their extent use of library resources on their level. With the different cases the results intercepted were surprising. Out of 120 students only 86 made the regular or occasional use to library, also there was an increase in their satisfaction level. With this the students were asked to base their satisfaction level. Their respondent revealed that the

Students were very satisfied. This however included the majority 84 students (70.88%) whose respondents indicated that they were satisfied, while only (1%) indicated that they were not satisfied.

Students must avail easy access to the resources available in the library and asserted that the traits that influence information are library use of qualification, year of study, motivation and interest. The service quality of the library was rated effectively and the information resource used were to a large extent – current. This explains why the students are satisfied with the services library provided. This level of satisfaction showed the better use of library and its resources by the students. The result showed that a near of 80% of students said that they are effective seekers and users of library resources, whereas 20% were not satisfied with the available resource in the library.

#### Conclusion :

Coming across to the results while a year of study, it comes to a conclusion that there was no use of library to the optimum level. Even with enough resources provided to the students, the librarian had to take extra effort to aware

the students on the use of the library and also guided them to make proper use of the resources up to maximum. For use of library proper orientation is needed which save can time thus helping utilizing the saved time for other intellectual working. Thus, it's an essential phenomenon for every type of library to give proper orientation to the students.

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## Role of Libraries in Research as A Support System

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### ABSTRACT :

*Academic libraries serve two major communities- students, and faculty researchers. For students, they serve as educational support, providing study areas, textbooks, supplemental reading, and research materials for papers. Library research involves the step-by-step process used to gather information in order to write a paper, create a presentation, or complete a project. They describe, analyze, and evaluate information found in primary sources. By repackaging information, secondary sources make information more accessible. A library is not a building stacked with books, it is repository and source of information and ideas, a place for learning and enquiry, and for the generation of thought and the creation of new knowledge. Public libraries in particular have the potential to bridge the gap between the 'information poor' and the 'information rich' by ensuring that people from all sectors and settings of society and the economy across India have easy access to knowledge they seek. This report presents the findings of a systematic study of the value of the services that libraries provide to researchers, and of the contributions that libraries from a wide range of institutions make to institutional research performance. The aim was to identify the key characteristics of library provision to support research.*

### KEYWORDS :

**Library Services, Library Support, Research Support, Institutional Repository.**

### Introduction :

A vision of good practice Libraries can bring substantial value to researchers and research. We discuss here a vision of a library that combines all such characteristics and behaviors. Such a library evolves and responds with enthusiasm to the new opportunities and challenges for higher education, the information society and knowledge economy. It is no longer seen simply as a provider of content, and is actively pursuing new opportunities to build institutional value. One of the library's most important characteristics is its strong service culture, ingrained in the mindsets of librarians at all levels, in the governance of the library, and in all library processes. The reward is respect for the library across the institution, high levels of researcher engagement, and strategic collaboration with other providers of research support. Better links with researchers and academic departments help the library to position itself in a changing environment, to take advantage of new opportunities, and to respond to researchers' evolving needs and

behaviors. The practices of involvement of subject specialists in such a library helps as they adopt a much more proactive approach, working in partnership with academic departments. They understand and speak the language of the subjects they support. They often take up an embedded position where support is required. They operate as liaison officers between the library and researchers in their domain, consultants to identify and solve problems, and trainers to improve skills and understanding. A strong service culture is closely linked to an outward facing stance. The information and organizational skills of library staff are drawn on regularly and routinely to support the institution's research mission. The institutional repository is seen as a fundamental part of the institution's infrastructure. Provision of content to researchers is still a huge part of the library's role, but done in an increasingly smart way. The library exploits its publicly available catalogue of research materials to strengthen the research reputation of the institution. The library also retains its scholarly ethos and its place as a home of knowledge. Physical space remains a constraint, but it is managed flexibly to meet the demands from traditional and new users, and the portfolio of services that the library offers.

### **Aim and approach :**

The traditional role of libraries in providing collections and support in finding information is being battered by technological and electronic resource developments and researcher self-sufficiency. Potential new library services are outlined with a discussion of the obstacles that need to be overcome if librarians are to provide relevant and effective services. The key issues to consider in looking at the quality and effectiveness of library support for research are outlined. The development of libraries and their accessibility to those in search of knowledge also implies the translation of books and information into all major languages in use in India and their appropriate on version into user-friendly versions for the varied ages, interests, needs and knowledge levels of present and potential clients of library and information services. As a result libraries are scoping, developing and implementing new roles and service models, especially in the relatively new area of research data. It was found that this transition needed to be underpinned by a skills development programme, a mentor/coach and a support network of specialists. The author then outline some strategies to facilitate this type of role transition, which include investing in a range of training and staff development activities, leveraging existing core librarian capabilities and understanding the researcher perspective.

### **Role of libraries in research :**

#### **Libraries help institutions to recruit and retain top researchers.**

There is global competition for top researchers, and institutional reputation is key to attracting them. But the library also contributes, directly or indirectly, to an institution's reputation. The quality, nature, and extent of the library's collections, of its staff and the services they provide, and of its buildings are all important. Successful and high-quality libraries can be a significant factor in recruiting and retaining top researchers.

#### **Libraries help researchers to get research grants and contracts :**

Success in winning research grants and contracts is critically-important, especially for research-intensive universities. Libraries have an opportunity to use their skills to help researchers improve the quality of their funding applications, and to increase the institution's success in winning research income.

**Libraries can promote and exploit new technologies and new models of scholarly communications :**

Libraries are critically important in helping researchers to exploit the full benefits and opportunities of the digital world, including such developments as open access and social media. Researchers sometimes resist efforts to change their behaviors and practices. In spite of this, many librarians have overcome such problems, by establishing stronger links with researchers and focusing their services to promote and exploit new technologies and new models of scholarly communication.

**Increasing the visibility of Repositories of the institution and raise its research profile :**

Most institutions now have repositories such as research papers and theses. In most cases, the library runs the repository on behalf of the institution. Libraries are now playing an important role in educating researchers and building more effective procedures and approaches across the institution to increase the volume of content, by encouraging researchers to deposit their outputs.

**Outward-facing libraries contribute to institution-wide initiatives :**

In recent years, many libraries have demonstrated that they can seize opportunities to help institutions respond to changes in the research environment. Libraries can help in joining up research support and administration, leading to better research management and a higher profile for the library across the institution.

**Connecting with researchers enhances the value of the library's services :**

The digital revolution has changed the relationship between libraries and researchers. Libraries are trying to find ways to reconnect with them, and to fill the gaps in their knowledge and understanding of researchers' needs. Such an approach can lead to a strong service culture saturating the library, increasing researcher satisfaction, as well as winning recognition and respect for the library across the institution.

**Dedicated spaces provide a better work environment for researchers :**

For some researchers the physical library is valued as a place to work and study, particularly if they do not have their own departmental space or if they rely for their research on printed or manuscript content held in the library. Many researchers find, however, that the library is crowded with undergraduates, especially in terms of time, and that it provides a difficult environment in which to work. In order to meet researchers' needs, some libraries have therefore created dedicated areas for them, providing a better environment for those researchers who depend on the library and its contents.

**Easy access to high-quality content is a key foundation for good research :**

Libraries spend huge amounts to sustain and develop their collections, and researchers across the sector now have access to more content than ever before. But they always want more. Some libraries are still seeking to increase the collection budget, some others are reducing the amounts of collection they buy. 'Daring to be different', and taking a more evidence based, strategic approach to content procurement, should help libraries to meet researchers' needs more effectively as well as helping their dialogue with the senior managers from whom they seek funding.

**Conclusion :**

Most institutions now have repositories to store and make available institutional assets such as research papers and theses. In most cases, the library runs the repository on behalf of the institution, in increasing the visibility of the institution's outputs and raising its research profile. But repositories are only as valuable as the content they hold, and now the focus is on increasing the volume of content, by making it routine for researchers to deposit their outputs. Libraries are now playing an increasing role in educating researchers and building more effective procedures and approaches across the institution.

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## Bibliometrics analysis of Publication Productivity on Library & Information Science: Insights from Web of Science (2009-2019)

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### ABSTRACT :

*The main objective of this study is to assess the scientific research productivity on Library & Information Science using the Web of Science database during the period 2009 to 2019 by employing bibliometrics indicators such as distribution of articles, type of the document in this field of research, contribution among different countries, institution wise contribution, preference of journals for communication this research area. A total of 1057 records from the Web of Science database were retrieved and analyzed to generate results. The findings reveal an increase in the number of papers published in the world. USA (34.5%) and China (16.2%) being top on the list and UK (7.7%) occupies the third rank in Global Level. The most preferred journal by researchers for scientific communication in the field was the Electronic Library journal with the count of 157 (14.9%). In addition to this, graphical mapping of data is represented by VOS viewer and Hitec open-source bibliometric mapping software for a better understanding.*

### Keywords :

**Collaboration Networks, Research Output, Library Science, Bibliometrics, Web of Science, Research trends.**

### Introduction :

The library has become an integral part of everyday life with the increase number of users searching for information. The management of libraries has become a challenging task because of increased resources in this area with the complicated managing techniques. The library management has become an essential component of knowledge building. The library management system is designed such that the library can achieve perfect electronic management. The history of the system of library management may date back to the late 1960s. Computer technology had reached the realistic stage at that time. In the late 1990s, the ground breaking modification of the library management system took place. With the explosion of information and the advent of the era of the knowledge driven economy, there was a greater demand for the library & Information Science for citizens. In this connection, the

bibliometrics research is playing an important role in assessing of scientific productivity and the investigation of various aspects of academic writing in the field.

Bibliometric approaches are known as the best way to track developments in science and academic activities. (Moed, De Bruin, & Van Leeuwen, 1995). Bibliometrics analysis clusters to identified the present areas of study in every discipline. (Ginn, 2003). Bibliometrics approaches have been used to interpret academic productivity and efficiency quantitative measures. (Whitley, 2007). Bibliometrics measures the efficiency and citation effect of researchers over a specific period of time by quantifying the “Literature assessment” on a particular period of time. It especially understands how a field has developed over a specific period of time. (Erfanmanesh, Didegah, & Omidvar, 2010). Bibliometrics refers to the estimation and assessment of with respect to a specific domain, information. Bibliometrics is basically a widely used bibliometric technique focused on the influence of publications. (Garfield, 1970). The area of bibliometrics includes all quantitative aspects and communication models, the storage, distribution, and retrieval of scientific knowledge. Comprehensive use many new bibliometrics concepts have resulted from this method, Webometrics, Cybermetrics and infometrics for instance and new measurements, making it more substantial, specialized and implemented. The specifics of content are also presented analysis evaluation. (Wilson, 2012). Bibliometrics has grown to be an increasingly inspiring topic not only in the research of LIS but also for professionals, especially in higher education research (Ball & Tunger, 2006).

### **Objectives of the Study :**

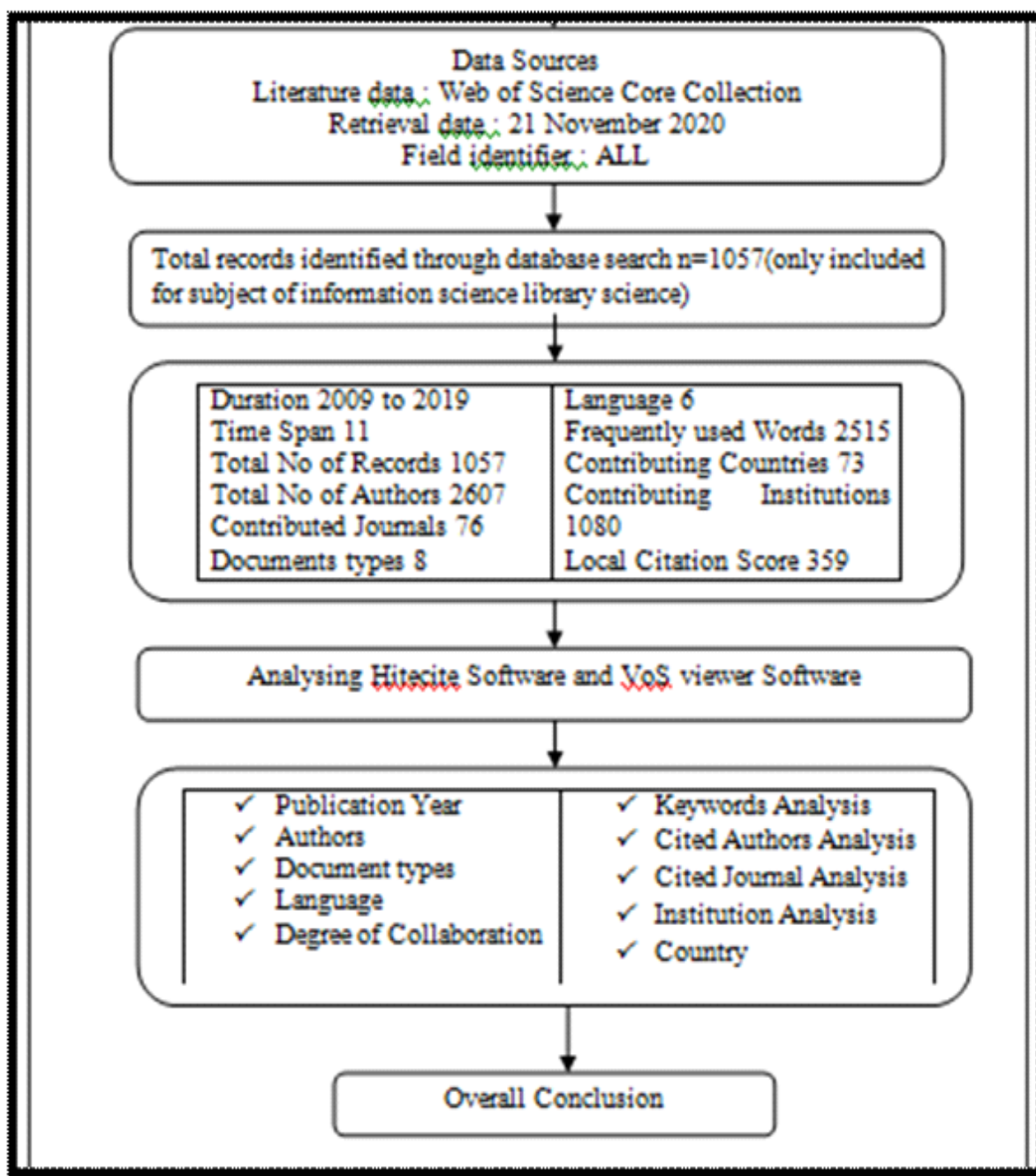
1. To examine the current status of research productivity.
2. To examine the year wise growth of the research output of Library & Information Science.
3. To measure the authorship pattern and ranking of author based on publications.
4. To identify the degree of collaboration.
5. To identify the document wise, language wise and keyword wise contribution in the filed of Library & Information Science.
6. To determine the geographical contribution by countries and institutions

### **Methodology :**

The bibliometric methodology was used in this study to achieve the objectives of the study. Web of Science Core Collection was used to retrieve the bibliometrics data on Library & Information Science during the period 2009-2019. The types of documents included the articles, review and proceeding paper etc., Reference to a total 1057 research publications were downloaded from Web of Science Core Collection database. The retrieved publications were saved in “Plain text” with “full record and cited references”. Furthermore, the downloaded data were analyzed by using Histcite and VOSviewer software applications.



**Figure 1 : A Schematic of the present research work :**



### Data Analysis and Discussion :

Table 1 and Figure 2 reveals that annual contribution on Library & Information Science during the study period. Total contribution was 1057 records. This record was collected for 11 years (2009-2019). The research contribution was increased trend in the study period.



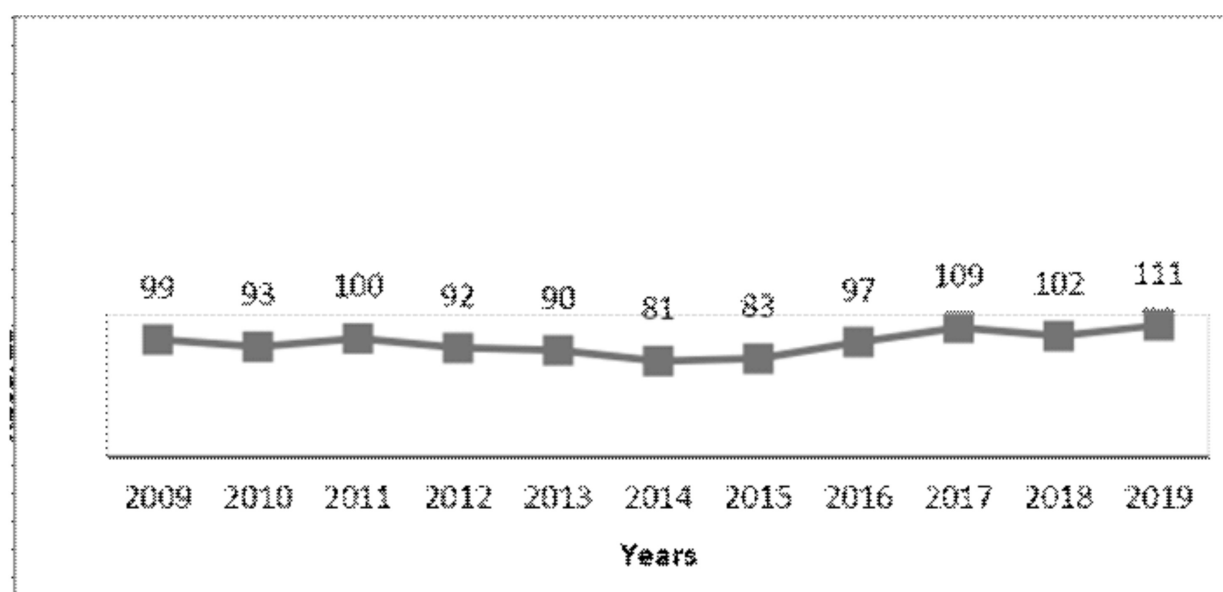
**Table 1 :**

Distribution of the number of documents by year of publication

S.No	Year	Output	Percent	TLC	TGC
1	2009	99	9.4	62	1457
2	2010	93	8.8	40	1256
3	2011	100	9.5	65	1717
4	2012	92	8.7	40	821
5	2013	90	8.5	43	1038
6	2014	81	7.7	32	711
7	2015	83	7.9	32	678
8	2016	97	9.2	11	631
9	2017	109	10.3	19	617
10	2018	102	9.6	13	290
11	2019	111	10.4	2	218
	<b>Total</b>	<b>1057</b>	<b>100</b>	<b>359</b>	<b>9434</b>

TLC: Total Local Citations; TGC: Total Global Citations.

Figure 2 : Distribution of the number of documents by year of publication

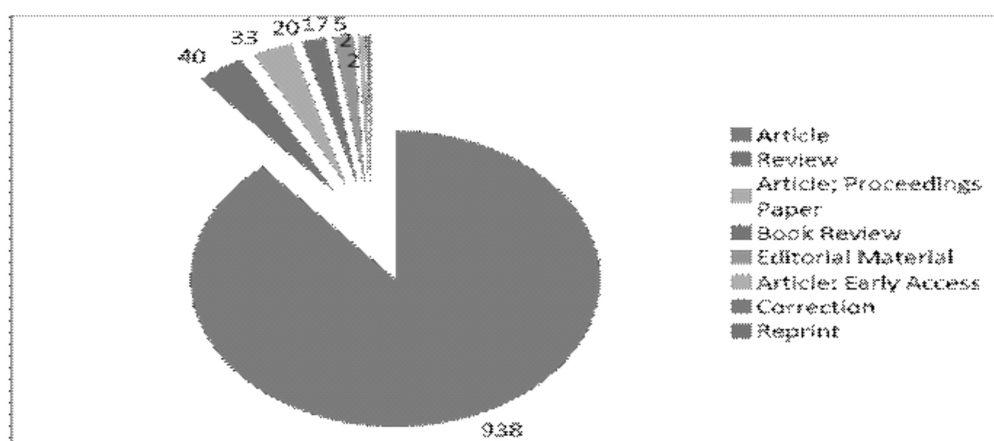


**Table 2 : Distribution of documents by various categories**

S.No	Document	Records	Percent	TLC	TGC
1	Article	938	88.7	331	8270
2	Review	40	3.8	18	922
3	Proceedings Paper	33	3.1	7	208
4	Book	20	1.9	1	1
5	Editorial Material	17	1.6	2	26
6	Other	9	0.9	0	7
	<b>Total</b>	<b>1057</b>	<b>100</b>	<b>359</b>	<b>9434</b>

Table 2 and Figure 3 represent the document wise contribution of research on Library & Information Science. The documents are classified into Eight divisions. The Article possess(88.70%) has been taken in the first place followed by Review (3.80%), Proceedings paper (3.10%), Book (1.90%), Editorial Material(1.60%), Early Access (0.50%), Correction (0.20%) and reprint (0.20%).

**Figure 3: Distribution of documents by various categories**



**Table 3: Distribution of documents by languages**

S. No	Language	Outputs	Percent	TLC	TGC
1	English	1014	95.9	356	9378
2	Spanish	22	2.1	0	46
3	Portuguese	11	1.0	2	6
4	German	5	0.5	1	1
5	Japanese	4	0.4	0	3
6	French	1	0.1	0	0
	<b>Total</b>	<b>1057</b>	<b>100</b>	<b>359</b>	<b>9434</b>

As indicated at the Table 3 English language is the predominant language for publication by scientists with the count of 1014 records (95.9%) followed by Spanish (2.1%), Portuguese(1.0%), German(0.5%), Japanese(0.4%) and French (0.1%).

**Table 4: Distribution of documents by institutes**

S.No	Institutions	Records	Percent	TLC	TGC
1	Wuhan University	52	4.9	26	263
2	University Malaya	22	2.1	12	165
3	Indiana University	19	1.8	10	262
4	University Pittsburgh	19	1.8	9	151
5	University Michigan	15	1.4	2	245
6	University Novi Sad	15	1.4	32	143
7	Victoria University Wellington	15	1.4	9	127
8	Vanderbilt University	14	1.3	7	359
9	University Illinois	12	1.1	6	121
10	Charles Sturt University	11	1.0	7	132

Table 4 and Figure 4 shows that Institution wise contribution of research in the field of study. It is found that total 1080 Institutions published 1057 research papers during 2009-2019. The result shows that top institution contributing the recent research out of which the most prolific institution is Wuhan University published 52 research papers in this field.

**Figure 4 : Distribution of documents by different institutes**



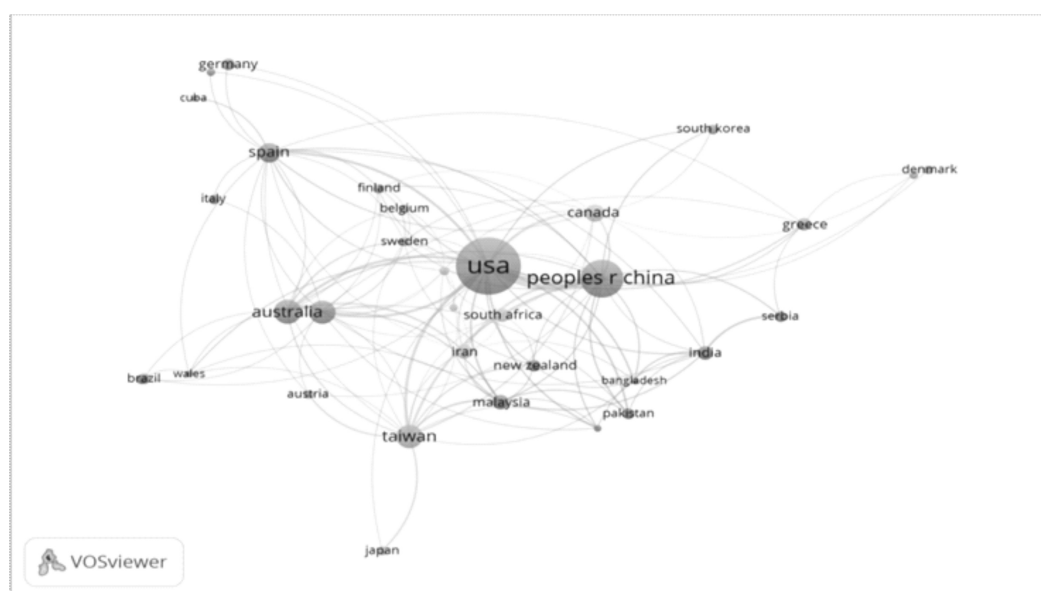
Table 5 and figure 5 reveals that country wise contribution of research on Library & Information Science. It also shows that research publication of Top Countries. Totally 73 countries published 1057 research papers during

2009-2019. Using VOS Viewer clustering map indicated above used for knowing the country contribution. Identifying the results from the table the first place occupies by USA with 360 records.

**Table 5 : Distribution of documents by countries :**

S. No	Country	Records	Percent	TLC	TGC
1	USA	360	34.1	126	4602
2	Peoples R China	171	16.2	49	1320
3	UK	81	7.7	20	1098
4	Australia	72	6.8	29	823
5	Taiwan	68	6.4	25	455
6	Spain	48	4.5	5	382
7	Canada	41	3.9	11	411
8	Unknown	37	3.5	14	233
9	Iran	29	2.7	10	220
10	Malaysia	29	2.7	13	206

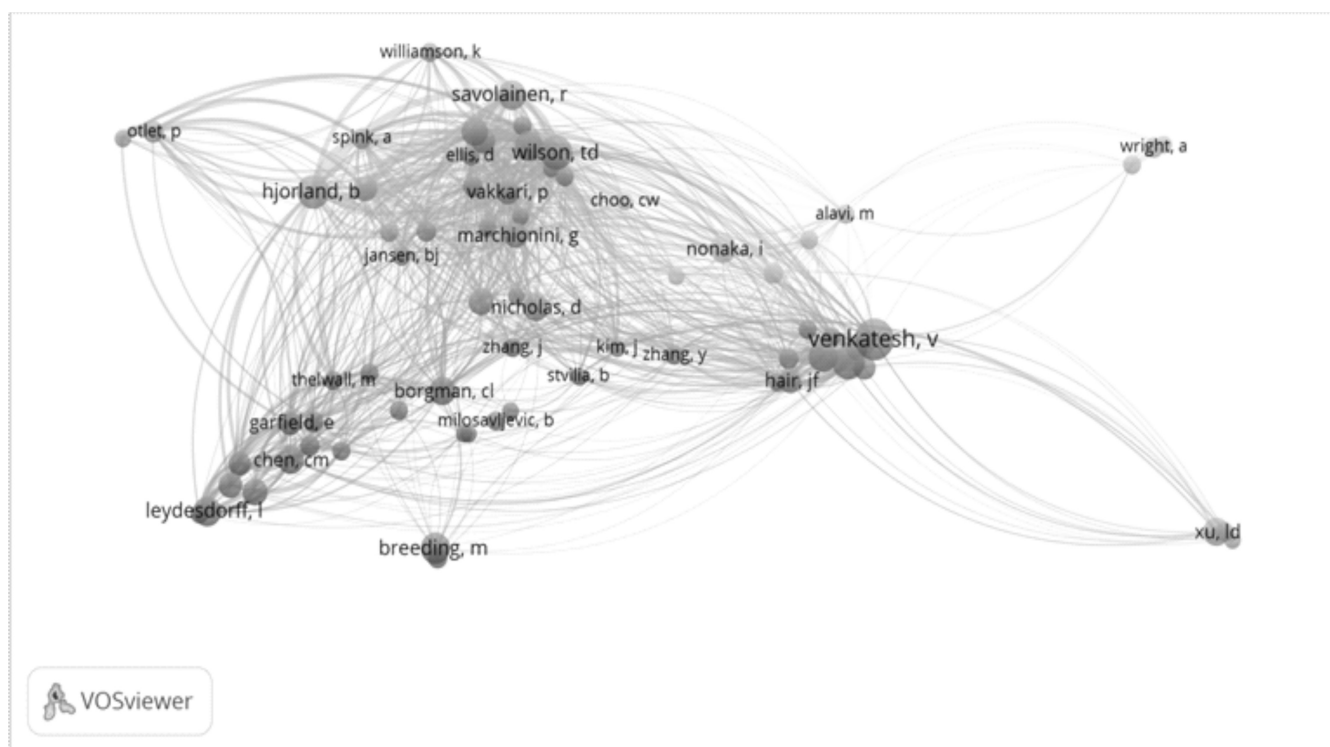
**Figure 5 : Distribution of Documents by countries :**



Author productivity is an important aspect in analyzing performs of Library Management System. Table 6 and Figure 6 show the ranking of author by number of publication. Total number of author is 2607. Top most authors is “Surla D” published highest number of article with 10 records and also having total globalization citation score of 131.

**Table 6 : Distribution of articles by authors' contribution**

S.No	Author	Records	Percent	TLCS	TGCS	TLCR
1	Surla D	10	0.9	30	131	25
2	Chen Y	9	0.9	3	26	8
3	Wu D	8	0.8	3	25	2
4	Zha XJ	8	0.8	12	51	15
5	Abrizah A	7	0.7	6	41	4
6	He DQ	7	0.7	4	41	1
7	Ivanovic D	7	0.7	17	92	24
8	Liew CL	7	0.7	7	44	1
9	Yan YL	7	0.7	9	51	13
10	Sittig DF	6	0.6	7	171	6

**Figure 6 : Distribution of articles by authors' contribution :**

**Table 7: Preference of journals for research communications :**

S.No	Journal	Records	Percent	TLCS	TGCS	TLCR
1	Electronic library	157	14.9	78	748	78
2	Library hi tech	106	10.0	42	476	38
3	Journal of the american medical informatics association	73	6.9	15	2018	14
4	Program-electronic library and information systems	53	5.0	27	406	11
5	Information processing & management	33	3.1	15	720	10
6	Serials review	33	3.1	13	88	8
7	Scientometrics	30	2.8	10	328	12
8	Information technology and libraries	25	2.4	8	105	16
9	Aslib journal of information management	24	2.3	7	154	17
10	Journal of the american society for information science and technology	23	2.2	19	786	7

**Figure 7 : Preference of journals for research communication :**

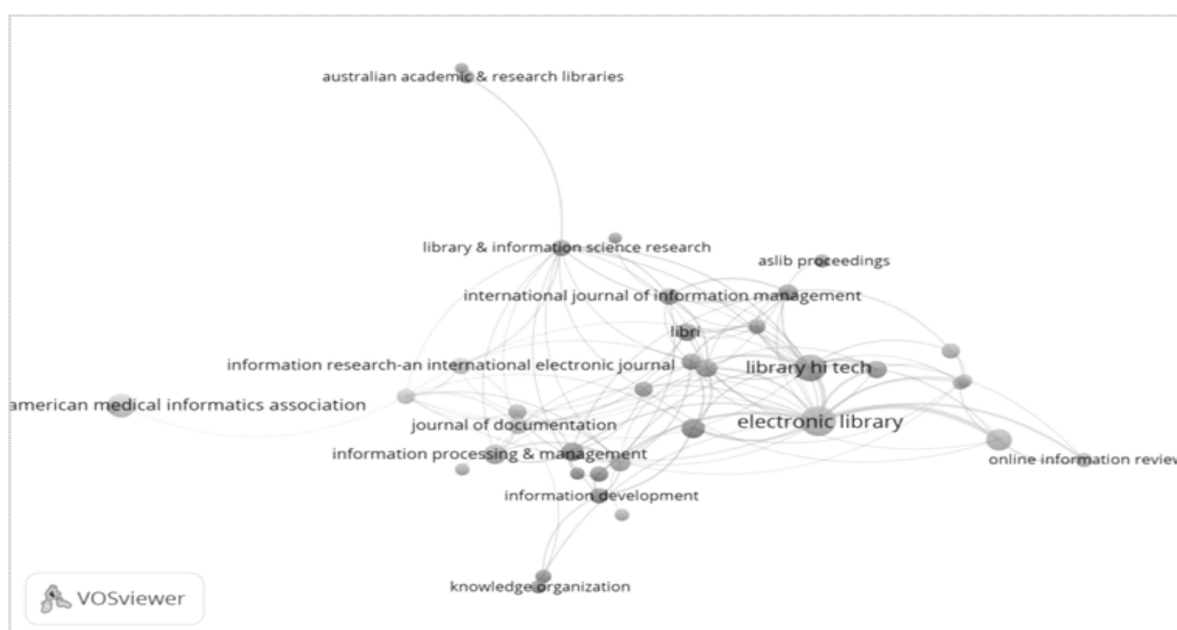


Table 7 and Figure 7 reveals that most prolific journal on Library & Information Science research output during the time span. The Electronic Library journal has produced (14.9%) 157 records, Total Local Citation Score 78 and Total Global Citation Score 748 being first position. The second rank is occupied by the Library Hi Tech journal possess (10%) and the third rank is the journal of the American Medical Information association with 73 records (6.90%).

**Table 8 : Distribution of the using authors' keywords :**

S. No.	Keywords	Records	Percent	TLCS	TGCS
1	Library	212	20.1	110	1622
2	Information	206	19.5	72	2162
3	Management	129	12.2	57	1280
4	System	119	11.3	68	894
5	Libraries	114	10.8	43	637
6	Based	84	7.9	29	730
7	Research	81	7.7	36	1016
8	Digital	79	7.5	49	634
9	Systems	77	7.3	44	770
10	Analysis	74	7.0	27	818

**Figure 8 : Distribution of the using authors' keywords :**

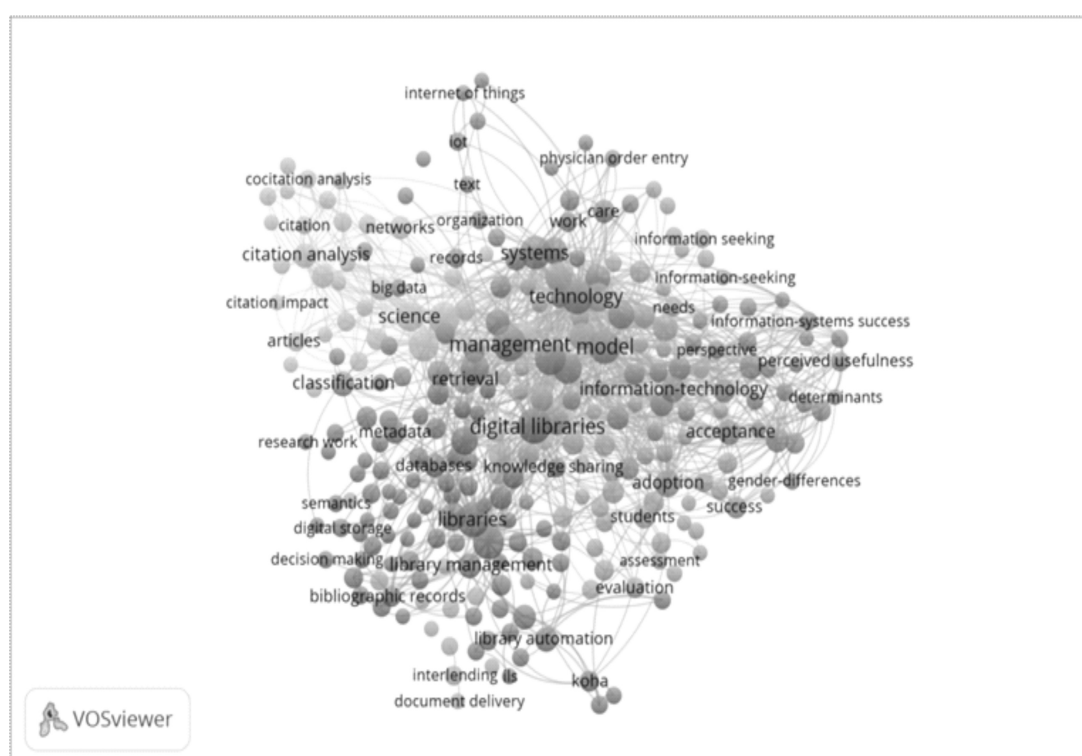


Table 8 and Figure 8 shows that top keywords contribution of Library Management Systems. The top most keyword is library with 212 records.



**Table 9 : Authorship pattern for the research in the field :**

Authors	Records	Percentage
Single	236	22.33
Double	319	30.18
Three	216	20.44
Four	128	12.11
Five	72	6.81
Six	27	2.55
Seven	20	1.89
Eight	10	0.95
Nine	7	0.66
Ten	5	0.47
More than Ten	17	1.61
<b>Total</b>	<b>1057</b>	<b>100</b>

Table 9 and Figure 9 shows that the authorship pattern is analyzed for Library & Information Science research publications. It is observed that 22.33% of the contribution by single author and 77.67% of the contribution by Multiple authors. The maximum contribution is double authors with 30.18%.

**Table 10 : Degree of Collaboration of per Author :**

Year	Single Author (Ns)	Multi Author(Nm)	Total No.of articles (Ns +Nm)	DC
2009	32	67	99	0.68
2010	27	66	93	0.71
2011	26	74	100	0.74
2012	30	62	92	0.67
2013	20	70	90	0.78
2014	20	61	81	0.75
2015	16	67	83	0.81
2016	16	81	97	0.84
2017	15	94	109	0.86
2018	18	84	102	0.82
2019	16	95	111	0.86
<b>Total</b>	<b>236</b>	<b>821</b>	<b>1057</b>	<b>0.78</b>

In order to determine the strength of collaboration (DC), the following formula suggested by (Subramanyam, 1993) has been employed.

$$DC = Nm / (Nm + Ns)$$

Where DC = Degree of Collaboration

Nm = Number of Multiple Authored Papers

Ns = Number of Single Authored Paper

The degree of collaboration of authors by year wise is presented in the Table 10. The average degree of collaboration is 0.78 during the period 2009-2019 and it brings out clearly that there exists a high level of Collaboration.

### Conclusion :

The present work explores the characteristics of research output on Library and Information Science from 2009 to 2019 based on the Web of Science database and its implication using the bibliometric techniques. The study also reveals that, as for other subjects, most of document type found to be as research articles constituting (88.70%) of the total literature output and English is the predominant language (95.90%). United states, Peoples Republic of China and United Kingdom are the three biggest contributed countries on Library & Information Science research literature. The article mainly dealt with authorship pattern and collaboration of research in the area of Library & Information Science. Overall findings reveals that the research outputs on Library & Information Science is progressively increasing towards positive direction based on the results obtained from year wise growth rate during 2009 to 2019.

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## Marketing Library Services during COVID-19 : A Study of GNIMS Business School Library, Mumbai

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### ABSTRACT :

*This paper highlights how the GNIMS library had taken initiative to stay connected with their potential library users through providing them online resources, sharing information and conducting valuable activities to keep them abreast with the latest knowledge. During lockdown period though challenging on the personal front gave us many opportunities to change the challenges into a positive situation or opportunities. All of us decided to think out of the box about our profession and thinking of ways to function in the panic situation. Libraries are the architects of knowledge bank. The objective of this paper is to identify the role of the library functionaries and library users interaction in this current pandemic situation to bring out the win – win situation in the challenging times.*

### Keywords :

**Virtual Library Services, Role of Digital Technology, Enhanced IT Skills, Role of Library Team.**

### Introduction :

This pandemic came up as a blessing in disguise by providing a challenge or an opportunity as you look at it to fulfill our responsibilities both professionally and personally. Technology has played a huge role to innovate and create new ways to share knowledge.

GNIMS Library Team is always ready to accept Challenges which will help their patrons to enhance their knowledge. Library Users or the students of the Colleges /Institutes were badly affected by the COVID - 19 situation. All were confused about their classes, exam, results, etc.

### Literature Review :

Ashrafi-Rizi, H., and Kazempour, Z. (2020). In their article "Information Typology in Coronavirus (COVID-19) Crisis; a Commentary", informs us about the providing the right information, at the right time will save us from the pandemic.

An important role was played by the Media professionals and libraries, in providing relevant and authentic information about the crises.

Asif M, Singh KK, Trends, Opportunities and Scope of Libraries during Covid-19 pandemic explains about the technological advancement and preventive measures undertaken by the library professionals to promote their services to the users during this period.

Bhati, Pankaj and Inder Kumar, in their article “Role of Library Professionals in a Pandemic Situation Like COVID-19”, emphasised on the number of digital platforms available for the use of the researchers and how the library professionals support the user community during this period.

### **Research Methodology :**

Participatory Research technique was used to know about the user perception about the library users need during pandemic period. In other words, we observed the users and their participation in our activities. The result revealed that users got maximum utilization of the library resources and actively participated in the value add activities conducted by the libraries from time to time.

### **Objectives :**

1. To determine the interaction between the library and the Users.
2. To observe the frequency of the library Users attending the value added activities conducted by the library.

### **Library Initiatives :**

Library Users were banking on library resources to complete their research projects and assignments. Keeping in view of the requirements of users many initiatives were started by the Libraries. GNIMS LIBRARY conducted and organized many events which in turn benefitted the users and they lauded the efforts.

Some of the Value Added Initiatives undertaken by GNIMS LIBRARY are as follows :

1. Email/WhatsApp Services Library started issuing books for all the courses - Full-Time as well as Part-Time through emails and sometimes through WhatsApp also. Earlier this facility was available only for the Part-Time Users.
2. Links to e-books and PDF copies of the E-BOOKS were forwarded through emails and WhatsApp as per the user's requirements.
3. E-resources links were shared with the Users as per their requirements from different domains.
4. Subsidized and free Courses organized by various Universities and Institutions (National and International) were shared with the users for their professional as well as personal growth.
5. Books Delivery Service- This new service was initiated to assist the users as per their requirements. The main purpose of this service was if users are not able to reach the library, library will reach out to potential user to satisfy their library related requirements. A new dedicated email Id was created for smooth functioning of this service. The Users communicated their requirements on this email and we tried our level best to complete the

same. Our Users were very satisfied with this initiative and were happy to shed a small amount as service charges.

6. Remote Access to the Users : On request from the Users, library team provides scan documents like Questions Papers, Syllabus, Articles, e-books, etc. to the fullest satisfaction of the user requirement.
7. Attracting and Providing Books through colour coordination : This was a new innovative thinking of the Library to attract their Users. The idea was generated through Navaratri festival. Just as we celebrate Navratri through colors, we will decorate our new arrival corner through different Navaratri Colors. This is being appreciated by the users.

In addition to conducting webinars for the Users, GNIMS library team also got trained in developing their interpersonal and English Communication Skills. This activity was titled as “Coffe Corner”

### **Online Webinars :**

GNIMS Library conducted online webinars and sessions conducted to gain experience of different technology skills and keep users engaged during lockdown.

The details of the same are as under :

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

This webinar was conducted on Wednesday, April 28, 2020 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. Sriji Sasiidharan, Trainer, ProQuest Database. 355 participants attended this webinar.

#### **Takeaways of the Session :**

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

This was our first online event. It gave us motivation and confidence in terms of the valuable and encouraging feedback from the participants. Certificates were issued to all the participants. We got enriched and it boosted our morale to go ahead and organize more such online Sessions for the various events.

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

**“Think write and check Plagiarism of your Research”.**

This webinar was conducted on May 4, 2020 through Zoom Online Platform. More emphasis was on Identifying pirated 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 were benefitted through this webinar. It was live on GNIMS YouTube.

#### **Takeaways of the Session :**

Learnt about Turnitin and huge information. It is very useful software for researchers. Resource persons

clarified to the fullest satisfaction regarding the queries of the participants with their in depth knowledge regarding the software.

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

This online session was conducted by Prof. Dr. Kuljeet G. Kahlon on Thursday, May 21, 2020 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. Students lauded this session as gave them comprehensive information on submission of summer internship projects.

#### **Takeaways of the Session :**

The session was very engrossing and interactive.

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

This webinar was conducted on May 31, 2020 with 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 focussed on how brands are created. At present his book is trending at Number 1 Spot on Amazon.

### 5. **Book Review Activity “Selfie Contest with Books”.**

#### **Slogan “Click” Present and WIN”.**

GNIMS Business School Library and Centre of Excellence in Marketing in collaboration with NDLI (National Digital Library of India) jointly organised an innovative activity which evoked creativity alongside tickle to your love for books. The event, ‘Contest with Books’ was an opportunity to showcase reviewing and writing skills along with having some fun. This contest was open to all the interested Library Users. The lockdown period gave us quality time to cultivate new hobbies or just immerse in reading. To keep this activity rolling awards were also given to the First Three winners.

### 6. **Webinar on E-content Management : How to create, Manage and Deliver**

The session on e-content management on July 29, 2020. was Jointly organized by BKC Knowledge Network and GNIMS Business School, Mumbai. A total of 1170 library professionals from all over India attended the webinar. Google Meet platform was used for the session and also it was live on GNIMS YouTube.

Speaker explained all the aspect of e-Content plays an indispensable role in the education domain, specifically in the lockdown situation. The purpose of this webinar was to understand the tools and techniques that can be used to create and disseminate E-Content. The speaker discussed the points like E-Content Stakeholders, Tools to search E-content, Essential tools for E-content creation, Processes for creating E-Content, Pre-& Post-promotion of E-content, and Apps to conduct virtual sessions.

### 7. **Library Orientation Program for GNIMS PGDM Batch 2020-2022**

PGDM Orientation took place on August 10 to August 21, 2020. The inaugural function was held on August 10<sup>th</sup>. PGDM Students were given an Online Library Orientation by Prof. Dr. Kuljeet G. Kahlon on September 2,

on Google Meet. Her interactive session introduced the Library Team and explained in details the rules and regulations of the Library, Issue-Return Policy, Library Website and Library App, etc.

She also gave the NDLI Club Presentation to the students, explaining the importance of the NDLI Club in the Institute and its importance to become members of the NDLI. The objective of NDLI is to make digital educational resources available to all citizens of the country to empower, inspire and encourage learning as suggested by their tag line “Padhe Bharat Badhe Bharat”, GNIMS Library will launch the NDLI Club in the Institute wherein various educational activities will be conducted for the students like Book Review Competition, Business Situation Writing Competition, Business Quiz, etc. It will be mandatory for all the students to participate in it.

#### **8. Library Orientation Program for E-MBA Batch 18**

Prof. Dr. Kuljeet G. Kahlon inducted the new Batch of EMBA 18 on August 9, 2020, by Virtual meet. She gave a PowerPoint Presentation by introducing the Library Team, explaining the rules and regulations of the Library, Issue-Return, Library Website and Library App, etc. She explained in detail on how to use the e-resources available on the GNIMS Website. She also gave the NDLI Club Presentation to the students, explaining the importance of the NDLI Club in the Institute and why it is essential to become members of the NDLI. The objective of NDLI is to make digital educational resources available to all citizens of the country to empower, inspire and encourage learning.

Keep in the mind the tag line of NDLI “Padhe Bharat Badhe Bharat”, GNIMS Library will launch the NDLI Club in the Institute wherein various educational activities will be conducted for the students like Book Review Competition, Business Situation Writing Competition, Business Quiz, etc. All the students will have to participate in these activities.

#### **9. Reading Inspiration Day” ( वाचन प्रेरणा दिवस ) - Quiz :**

GNIMS Business School Library organized a Quiz to commemorate Birth Anniversary our former President Late Dr. A. P. J. Abdul Kalam as a part of our DEAR (Drop everything and Read) Initiative. This quiz contest was free and participants were awarded with e-certificate who score above 90%. 92 students attempted the quiz and those who qualified were awarded with e-certificates.

#### **10. Library Orientation Program for PGDM (Banking and Finance) Batch 2020-2022 :**

New Batch of PGDM (Banking and Finance) were inducted on November 23, by Virtual Web Platform Google Meet. Students were given an Online Library Orientation by Prof. Dr. Kuljeet G. Kahlon on November 23, 2020 on Google Meet. She gave a PowerPoint Presentation by introducing the Library Team, explaining the rules and regulations of the Library, Issue-Return, Library Website and Library App, etc. She explained in detail on how to use the e-resources available on the GNIMS Website during this pandemic.

#### **Conclusion:**

GNIMS Library created and followed Standard Operating Procedure of library while allowing access to the Users during this pandemic. All the safety measures were followed when the library was reopened to the Users in the month of September 2020.



The library was reopened with limited staff and reduced working hours. All the information regarding reopening of the library, access to the library resources, etc. was conveyed to the Class Representatives and Course coordinators through the communication channels like WhatsApp Group and Email.

GNIMS library has followed proper precaution likes checking temperature of users at the library entrance, provision of sanitizer at the main entrance of the library and Institute, strict implementation of “No Mask No Entry”, etc. were strictly followed. Social Distancing norms were also strictly followed. Sanitization of desk and computer facilities, were undertaken frequently.

To fulfill the requirements of the online users many libraries have adopted new skills and explored new initiatives to assist the Users. This crisis has created a library without walls. Users can use the library services at their own convenience and it is especially helpful for those people who are leaving in remote areas of the world. In future, there will be a need to connect with the users with excellent digital world, with proper distancing to meet their requirements.

#### **Limitations of Study and scope for further Research :**

The study is confined to the Management Library in the state of Maharashtra. Therefore, the result may not be representative for the other management library. Although there is a possibility of applicability of the conclusions about librarian and library users to other parts of the State or country, no such general applicability beyond the respondents of Maharashtra is claimed. An inter-state study can provide a better glimpse of the Indian Libraries perspective.

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## Promoting Academic Libraries in COVID 19 Pandemic : A Study of Selected College Libraries in Mumbai

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### ABSTRACT :

*The study of College Libraries in Mumbai is carried out to find the impact of COVID 19 pandemic. The findings of the study gave impetus on Library Services provided in pandemic period as compared to the way library service was given to the users before pandemic. Also listed the challenges faced by college librarians in COVID 19 pandemic with opportunities gained during this period.*

### KEYWORDS :

**College Libraries, Library Promotion in COVID 19, Academic Libraries and COVID 19**

### Introduction:

Coronavirus COVID-19 emerged as the public health disaster from November 2019 onwards over the whole World. The whole world remained under the fear and dark shade of this pandemic till date. This pandemic affected the countries, economies, societies and people all over the World in terms of lock down, closures of the business, companies, educational institutes and local transports. The whole human race was fixed in their houses or shelters and they needed to cut all world contacts.

India is also not an exception for that. Indian are still in lockdown from March 2020 onwards, where Educational Institutions are closed. All teaching learning activities are online and same is the case for Academic Libraries. Through some of the library staff are working in-house, most of them are remotely working. Library users means students and faculties could not personally visit Libraries.

This put pressure on Library Managers or Librarians as they needed to fulfill information queries of their Users remotely using Digital Services or needed to design one if not existed. Without getting chance of proper training, competencies in Library Technologies, in this pandemic by trial and learn basis they are marching towards digital services or digital platform. COVID 19 pandemic has changed the vision of Academic Libraries surely. This study is being carried out with the same aim to analyze the impact of COVID 19 pandemic on Academic Libraries India specially in Mumbai and understand the lessons Academic Librarians practically learned in this COVID 19 pandemic.

### Literature Search :

Dhiman, A.K. (2020) discussed the role of Academic Libraries before COVID 19 Pandemic. He summarized the

impact Academic Libraries all around the World faced initially Pandemic situation, total zeroing personal contact with users, and closedown of Academic Libraries. He outlined the change or reform Academic Libraries have gone through like majority of library services switched to online mode, all major academic publishers provided free access to information they published. In this article, he also suggested measures Academic Libraries should take to cope up with the challenges of COVID 19 like social distancing, Semester wise issue of books etc.

Purohit S. (2020) effectively outlined the work environment change the Librarians particularly University Librarians faced during COVID 19 situation. During work from home situation or remote working situation compelled librarians to adjust to changed style of working like other professionals, who spent more time on work commitments, where duty hours are not fixed. They had to be cordial with Library Users and need to answer their information queries with online resources. Also, they needed to add value to the institutes outcome and many times had to work as an entrepreneur. There are distraction of family working from home.

Mehta, D., & Wang, X. (2020) using a Case Study of Bridgewater State University (BSU) explained how Academic Librarians and Libraries needed to cope up with COVID 19 Challenge, how they need to leverage their digital library services to cope up with remotely available online teaching learning process.

Considering above studies, the present study was carried out to analyse the impact of COVID 19 pandemic on College Libraries in India particularly in Mumbai and analyze whether they provided benchmarks or vision to the Library fraternity.

### **Objectives of the Study :**

1. To study the volume of online Services provided by College Libraries during COVID 19 pandemic,
2. To assess the communication platforms used by College Librarians to contact the Library users remotely during COVID 19 pandemic,
3. To discover the most frequently used Video Conferencing platform used during COVID 19 pandemic,
4. To analyze the challenges faced by the College Librarians and learning opportunities gained as a byproduct of Pandemic.

### **Methodology :**

The study was conducted on College Libraries in Mumbai. College Libraries selected for the study are Arts, Science and Commerce faculty aided College Libraries. Few of them are having autonomous status. All these colleges have face NAAC accreditation for more than twice and maintaining quality in higher education. All these colleges are having state-of-the-art Libraries serving more than 2500 students in a year on an average.

The google form questionnaire is sent to around 20 college Librarians, out of which 16 Librarians responded.

The data analysis is done using MS. Excel and Spreadsheet and findings are analyzed using charts and tables.

### **Findings :**

All Libraries under study were closed down to full extent from 23<sup>rd</sup> March 2020 to May 2020. From June 2020 there was partial openings of the Library where few of the Library staff were visiting Library and busy in completing the

work left before pandemic. We say library is the heart of the any educational institute, but its stockholders were not available in campus and they were remotely working. So to satisfy their information need, Libraries need to work online and remotely. It was found that COVID 19 pandemic never stopped these Libraries from working only thing is they need to change the form of working i.e. work from home. They were providing their services online.

Table 1 shows fifteen libraries were giving payment instructions to Accounts Department only one Library did not give online instruction, this may be because librarian must have visited campus.

Book Acquisition/ Online subscription/Renewal were regular collection building of most of the Libraries (around 12 libraries out of 16 response) only thing their acquisition mode was online.

**Table 1: Online Library Acquisition/Collection Building**

Particulars	Nos	Per cent
Online Books Acquisition	11	68.75
Online Journal Subscription/Renewal	12	75
Online Payment Instructions	15	93.75

Table 2 gives information about Online Circulation or Online Access Services of these Libraries. All 16 libraries i.e. 100 per cent were busy in providing online reading material relevant to courses taught to Users. Libraries providing Access to E-Books were 12 (75 per cent), Open Educational Resources 12 (93.75 per cent), E-resources or databases (subscribed or open source) 14 (87.5 per cent). It shows that majority of libraries were busy providing access to library users using networked resources or online resources.

**Table 2: Online Circulation/Access Facilities**

Particulars	Nos	Per cent
Framing Library Policies during COVID 19 Period	14	87.5
Providing Online Reading Material of Relevant Courses to Users	16	100
Providing Access to E-Textbooks	12	75
Providing Access to Open Educational Resources	15	93.75
Providing Access to E-Resources in the Form of E-Books and E-Journals	14	87.5

Online Research assistance was one of the important activities in Pandemic. Table 3 shows research assistance provided by libraries under study. 13 Libraries i.e. more than 80 per cent libraries under study were providing research assistance for research activities, also online/virtual training or online lecture was conducted. Whereas only 9 (56.25 per cent) libraries organized webinars on emerging research and other topics and promoting libraries.

**Table 3: Online Research Assistance**

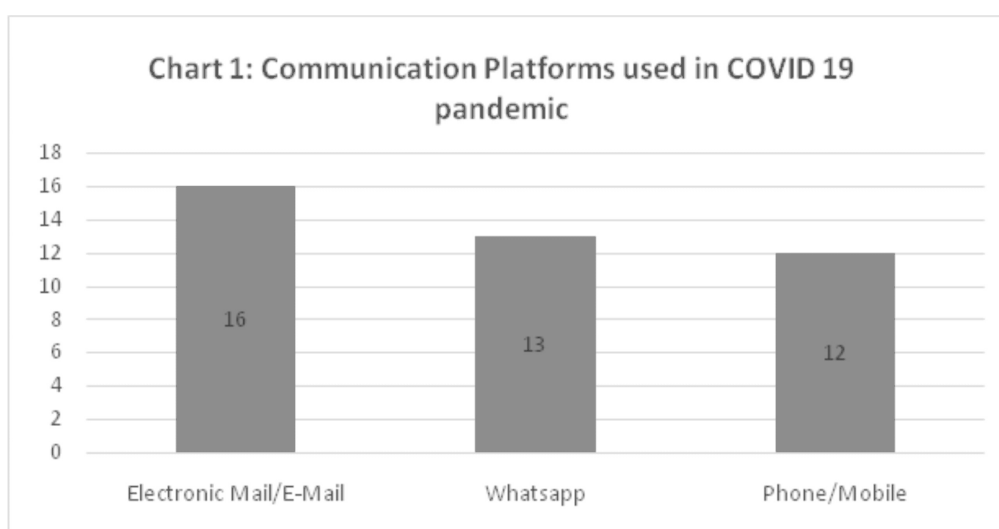
Particulars	Nos	Per cent
Providing Assistance in ongoing Research/Project/Assignment Activity of Teachers/Students	13	81.25
Organising Webinars on various Emerging Topics and promoting Libraries	9	56.25
Providing Virtual Training or Conducting Online Lectures on Library Collection, Services, and Reference//Research Assistance	14	87.5

Table 4 shows library promotional and development activities carried out by libraries during COVID 19 pandemic period. More than 50 per cent i.e. more than half of the libraries used pandemic period for development, 11 libraries were busy in updating their website to be more versatile during COVID 19 pandemic. 9 libraries had organized quizzes and competitions created virtual shelves and promoted their libraries during COVID 19 pandemic.

**Table 4: Library Promotional Activities**

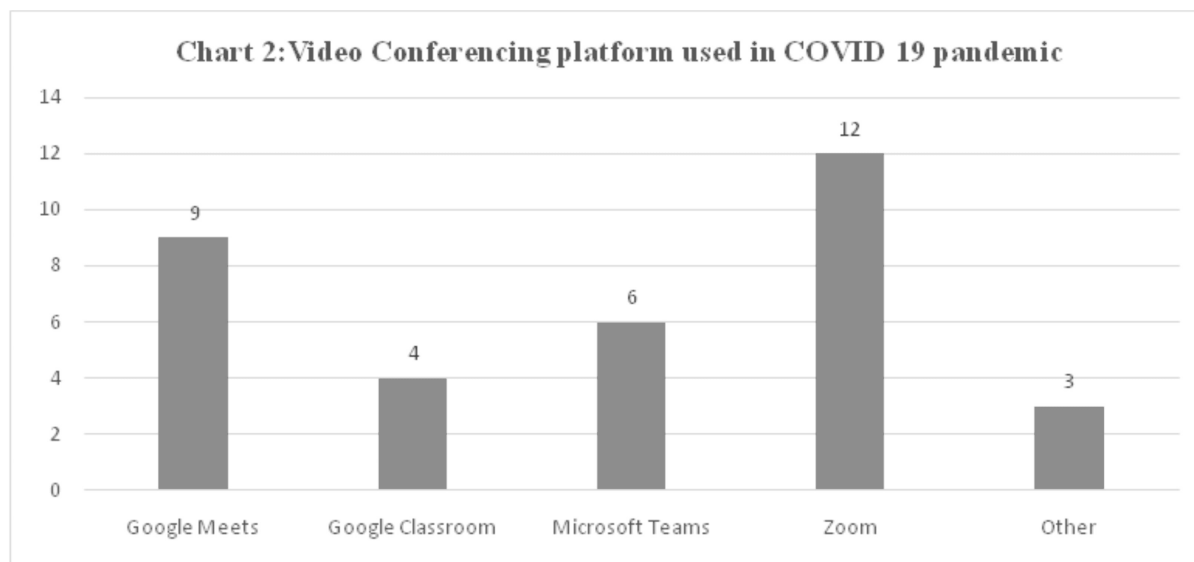
Particulars	Nos	Per cent
Using Pandemic Period for Innovations and development of new library services	10	62.5
Updating Library Website to include instructions of Online Services and Library Working during COVID 19	11	68.75
Organizing Online Quizzes and competition/Creating Virtual Shelves etc.	9	56.25

Chart 1 shows the communication platform used by Librarians in this pandemic situation. Email is used by all libraries as official platform for communication followed by WhatsApp (13 libraries) and 12 libraries used cell phone to communicate with using other online channels like email or WhatsApp.



For video Conferencing/ video lecturing various tools available were used in COVID 19 pandemic. It was found as shown in chart 2 there was wide diversity in tools used as use of tool preliminary depended on available on time situation, no background or competences of using these tools were there with librarians. Zoom was the most used

tool used by 12 libraries followed by Google Meets. Other tools were also used depend on availability, guidance of IT team in the institute and institute's policy about using tool. But this chart shows that librarian became conversant is using these online tools in this pandemic period.



It was found that providing online support and working from home was not the smooth assignment for librarians and they were faced with multiple challenges as shown in table 5. 68.8 per cent were afraid of COVID 19 which affected their performance. Also unavailability of hardware or computer system, bandwidth available at home, lack of proper training to handle technology remotely etc. were other challenges they faced. But the most important one was untrained library support staff to add on value for online library services.

**Table 5: Challenges faced during COVID 19 Pandemic by Librarians**

Particulars	Nos	Per cent
Mental Stress or Ambiguity due to COVID 19	11	68.8
Untrained Library Support Staff	12	75
Availability of Computers at Home	4	25
Availability of Internet or Speed of Internet	7	43.8
Lack of Previous training on Library Technology	7	43.8
Others	4	25

But opportunities gained or lessons learned by librarians should not be overlooked. Table 6 gives impetus on opportunities gained in terms of technology enhancement (all 16 librarians i.e. 100 percent), Knowledge Enhancement (13 librarians i.e. 81 percent). Also 14 librarians out of 16 were busy in shifting most of the services to online mode. Few i.e. 6 were busy in revamping libraries using pandemic as change the face of physical library or conventional library system.

**Table 6: Opportunities gained during COVID 19 Pandemic by Librarians**

Particulars	Nos	Per cent
Library Science Knowledge Enhancement	13	81
Library Technology Knowledge Enchantment	16	100
Revamping Conventional Library System	6	37
Shift towards Online Services	14	87
Others	1	6

**Conclusion :**

The findings of the study gave impetus on Library Services provided in pandemic period with change in way service given to the users before pandemic. Also listed the challenges faced by college librarians in terms of ambiguity due to COVID 19, availability of computer system and bandwidth which was backbone of remotely given library service. As a byproduct of COVID 19 pandemic for library fraternity it also shortlisted the opportunities gained in terms of knowledge regarding technology enhancement etc.

The findings of the study were same in line with previous study by Dhiman, Purohit, Mehta who also gave vision of shift towards online services given by libraries in pandemic with various challenges faced by the librarians.

**Recommendations :**

New skills and new competencies learned in COVID 19 pandemic should be carried forward and librarians should network among themselves to share these skills. The study gave recommendation for College Librarians in specific and Academic Librarians in particular to educate the untrained or unskilled library support staff for library technologies and other innovations. They now seriously need to think online services and facilities and should work hard to execute the same. Library website should make robust as it should be virtual gateway for all users.

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## Open Access Journals An Innovative Tool For Researcher

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### ABSTRACT :

*Open Access journals are Journals just like traditional subscription-access (Toll Access) journals except that they do not charge readers to use them. They cover their costs in other ways and publish their content online for free. Open access benefits researchers, Institutions, Nations and entire world. For researchers, it brings increased visibility, usage and impact for their work. Institutions enjoy the same benefits in aggregated form this. Countries also benefit because open access increases the impact of the research in which they invest public money and therefore there is a better return on investment. Community benefits because research is more efficient and more effective, delivering better and faster outcomes for all of us. This paper highlights a comprehensive new of open access initiative in the form of open access journals.*

### KEYWORDS :

*User friendly, Open access journals (OAJ), online resources for reference.*

### Introduction:

Journal is intended as a medium for communication & discussion of important issues that concern science & society in general. The concept of Open access resources was initiated by Open Society Institute on December 2001 in Budapest. The purpose was to accelerate progress in the international efforts to make research article in all academic fields freely available on the Internet. Open-access resource is digital resource that is available on the web, free of charge, and free of most copyright Open access call for free availability of all scientific & scholarly literature on the internet. It is a great boon specially for the researchers of developing & under developed countries.

### Objective of the paper:

- To understand the Online access journals which are available free of cost

- To increase the awareness regarding Open access journals.
- To make utilization of these open access journals for the academic's purpose.

#### **Open access Journals advantage :**

1. Available on – line easy accessibility
2. Remove price & permission
3. Scholarly, peer – reviewed e- journal.
4. Maximum usage of information
5. Enrich education & accelerate research
6. Increase visibility & citation impact
7. Quick & cost discrimination of current information to general public

#### **Disadvantages :**

1. Authors pays model obstruct free & open exchange of information
2. Publishers is not adequately compensated for their work
3. Open access is unnecessary & too impractical to implement

#### **Different type of the Online open Access Journals :**

1. Journal may have entirely open access on here
2. Journal may have some articles open access
3. Journal may have delayed open access
4. Journal may be fee based & require payment
5. On behalf of author or may be no fee oaj which have subsidies from institutions or government.

#### **Different platform of Open Access Journals :**

There are many different platform of open access journals, likewise DESIDOC Journal of Library and Information technology, E-JAL- The Electronic journal of academic and special Librarianship, Library student journal, DOAJ and many more.

#### **DOAJ Directory of open access Journals :**

The DOAJ (Directory of Open Access Journals) was launched in 2003 at Lund University, Sweden, with 300 open access journals. Today, the independent database contains ca. 12000 open access journals covering all areas of science, technology, medicine, social science and humanities. The Journal words covering almost all subject & languages Presently there are 12815 journals in the directory out of which 9885 journals are searchable at article.

Source : <https://www.doaj.org/>

## DESIDOC Journal of Library & Information Technology (DJLIT)

Source : <https://publications.drdo.gov.in/ojs/index.php/djlit/about>

Started in 1981, DESIDOC Journal of Library & Information Technology (DJLIT) is a peer-reviewed, open access, bi-monthly journal that publishes original research and review papers related to library science and IT applied to library activities, services, and products. Major subject fields covered include: Information systems, Knowledge management, Collection building & management, Information behaviour & retrieval, Librarianship/library management, Library & information services, Records management & preservation, etc. It is meant for librarians, documentation and information professionals, researchers, students and others interested in the field.

### Conclusion :

There are different views of the researcher regarding Open Access. It is not self-publishing, nor a way to bypass peer-review and publication, nor is it a kind of second-class, cut-price publishing route. Open Access journals united humanity in a common intellectual conversation & quest for knowledge. It is a new in scholarly publishing & aim to promote free & unrestricted access to scholarly & research. It is simply a means to make research results freely available online to the whole research community. In other way, we can conclude that open access material is really very helpful for faculty, researchers and everyone for research. It can also control Library budget. We can be one of them who can create a document freely over the internet by opting Institutional repository or any other option. In the present scenario, every organization must go for Institutional repository to support open access facility in every branch of knowledge.

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