

BEST AND INNOVATIVE PRACTICES IN KNOWLEDGE RESOURCE CENTERS DURING COVID – 19

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Abstract : *We are living in a global information age. The dissemination of information is discontinued due to the Covid-19. In an effort to keeping every human being healthy and safe, we are following the protocol of Covid -19. In this era libraries are facing a lot off difficulties regarding, how to enable the availability of information resource drive to the different patrons. It includes the Standardized best practices recommended by NAAC and its implementation in academic libraries. This paper, mainly focus on the best and innovative practices for the academic library and its dissemination in a Covid – 19 era. In this global information age many of the libraries provides the best practices which improve the quality and usability of library collections. This paper describes the services and different activities in which the aim of development of users is achieved during the Covid – 19 eras.*

Keyword – *Knowledge Resource Centre, Best practices, Innovative practices.*

1.1 Introduction:

Now a day's all the human beings are suffer from the Covid -19 diseases. Covid - 19 also known as corona virus it is an ongoing global pandemic of corona virus disease 2019 (COVID – 19) caused by sever acute respiratory syndrome Corona virus 2. This virus firstly found in a Wuhan, China, in December 2019. With this start all the geographical area are still resistance. In India the first Corona virus infection reported in Kerala, India on January 27, 2020. The countries are continuously trying to reduce the spread of the virus with adoption of various precautions like lockdown period, unlock phase due to economic crisis. Limited travelling, quarantine the affected person, still close the places which are maximum numbers of people gathered such as Temple, Mall, Jogging Track, Educational Institutes, Colleges, Schools. This virus is directly affected to the health which creates the pandemic situations in all the geographical area.

Due to the pandemic crisis, the present scenario of all the institutional and educational systems is closed for the students. The users still didn't physically access the information resources. The traditional word is a "Library" in this global era we must be says the Information Centre because it's not only provides information to develop the learning system of the end users as well as acquire the various types of knowledge. The Information Centre has played the vital role to disseminate the information to the users. The Information Communication Technology runs the important role to fulfill the requirement of users and

principles of academic libraries or knowledge centers. We are living in the 21st century, Libraries is the best drive to provide the required details or information which creates the knowledgeable persons.

The best practices are regular activity that generates the qualitative performance. The standardize collection and services of academic libraries, creates a fruitful environment to the end users. Thus preparing the guidelines in an assimilated way base which fulfill the goal of parent organization. To fulfill standardized measurement the Government of India UGC and NAAC are concerned how to improve standards of education and establish best and innovative practices in academic libraries.

1.2 Definition Of Best Practices:

1.2.1 ODLIS – Online Dictionary of Library and Information Science explain the term “Best practices” ,“In the application of theory to real life situations, procedure that, when properly, applied consistently yield superior results and therefore used as reference points in evaluation of the effectiveness of alternative methods of accomplishing the same task. Best Practices are identified by examining empirical evidence of success”

1.2.2 NAAC – According to National Board of Accreditation “Best practice may be innovative and be a philosophy, policy, strategy, program, process or practice that solve a problem or create a new opportunities and positively impact on organizations. Institutional excellence is the aggregate of the best practices followed in different areas of institutional activities.”

In short best practices are a regular or continuous procedure with a superior performance which implements the particular standards to the various sectors of the parent organizations.

1.3 National Board Of Accreditation Advice The “Best Practices”

The NAAC has developed Best Practices on their website, and they insure that the modification and updating will be regularly done with the consultations on contribution institutions. For academic libraries and university libraries NAAC have, recommend some of the Best Practices that can create the easily accessible environment and also increase the usability of knowledge resource centre.

- 1.3.1 Computerization of library with standard software
- 1.3.2 Inclusion of sufficient information about the library in the college / university prospectus
- 13.3. Compiling student / teacher attendance statistics and locating the same on the notice board
- 1.3.4 Displaying Newspaper clippings and clipping file maintained periodically
- 1.3.5 Career/employment information services
- 1.3.6 Internet facility to different users
- 1.3.7 Information literacy programs
- 1.3.8 Suggestion box

- 1.3.9 Displaying new arrivals
- 1.3.10 conducting book exhibition on different occasion
- 1.3.11 Organizing book talks
- 1.3.12 Instituting annual best use award for students
- 1.3.13 Organizing competition annually
- 1.3.14 Conduct user survey periodically

In the direction with the above listed Best practices the knowledge resource centre are able to disseminate the best services to the end users, the library should apply the various services in their routine work that cannot be best services but these services are best in the outside world. The father of Library Science, Dr. S.R. Ranganathan says “Library is a Growing Organism.”, the newly established library needs some time to produce the qualitative services but when the library increases their qualitative collections and adopts the ICT tools automatically the librarian and the entire library staff are able to provide the different types of Best Services to the students, faculty, researchers as well as users.

1.4 The Best Practices Are Elaborate Under The Following Broad Categories

- 1.4.1. Traditional Best Practices
- 1.4.2 ICT based best practices
- 1.4.3 Library extension services
- 1.4.4 Activity based services
- 1.4.5 Employability enhance program
- 1.4.6 General best practices

1.4.1 Traditional Best Practices :-

- **Online Books Exhibition Program** : The academic libraries arrange the book exhibition program through the various online platform like. Zoom , Google meet, Cisco Webex, Go to meeting, Zoho meeting, etc. Through this newly enrolled students should aware the whole collection of the library.
- **Literacy Program** – Every new academic year librarian should conduct the Library orientation program, but in this pandemic era Librarian should conduct the Online literacy program to provide the awareness about library rules, regulations, services, facility, collections, reference sources, etc. between the newly admitted students.
- **Library manual** – It is a offline reference source of library. This provides standardize operating system of the overall procedures of the library. Like acquisition process, library layout, library budget, subscription process, newspaper subscription, question paper archives, library membership, book circulation, library user footfall, innovative practices in library, library activity, stock verification process, weed out policy, etc.
- **Library user guide manual** – It is a offline as well as online reference tool for the end users. The academic knowledge resource centre creates this reference tool on yearly basis. This tool helps to users to disseminate the awareness of introduction of the library, vision, mission, library hours, various users of the library, library rules, services, etc. the knowledge resource centre also called the “KNOW YOUR LIBRARY” to the Library user guide manual.

- **Training of e-resource** – The knowledge resource centre also provides the offline training for awareness and usability of e resources to the users. In today’s pandemic era, the knowledge resource centre should arrange the online training program to know the e-collection of the library. Through this, the maximum no of users should use this collection more effectively and efficiently.
- **Indexing and Abstracting services** – This is an offline reference service tool. It is a service that indexes the content of a number of publications for use in printed or machine readable form it also includes the brief information about the documents. On demand of the users, researcher the knowledge resource centre provides this service by using the online resources, till to overcome the Covid -19 situation.
- **Best library user award**–this award goes to the maximum no of user footfall of the particular user and this user use the more efficiently and effectively the overall services of the library. In this pandemic era it’s very difficult to give this award. To find out the best user of the library, the knowledge resource centre arranges various literacy programs, takes feedback of this program, provides online reference tools, and takes the usability feedback from the users.
- **Staff users meet** – In this era, the knowledge resource center arrange the online meeting for the Staff and user to increase the interaction between the staff and users also it helps to create the awareness about various online learning reference tools between the users.

1.4.2 ICT Based Services:-

- **Computerization of library with the standardized library software** – The standardized the library software creates smoothness in the library functioning. It provides each and every report of the library, and it must be user-friendly which provides the OPAC services to the users. There is many more software that fulfill the need of knowledge resource center like SOUL, LIBSYS, KOHA, OPEN SOURCE, DSPACE, NEWGENLIB etc.
- **Library web page** – The knowledge resource center creates its different website for the library users which provides the updated information of the library. The low budget academic library can use the free Google tool for creating the separate webpage like <https://sites.google.com>
- **Library Blog** – It is a one the best drive to disseminate the information in a Covid -19 era. The academic library creates the library blog which is more fruitful to provide the educational information to the end users. A blog is “a page containing brief, chronologically arranged item of information. A blog can take the form of a diary, journal, what’s new page or links to other websites”.
- **Library Group** –The knowledge resource center creates the online telegram library group or whatsapp library group. To provide the daily current affairs news, free e-books, share the links of e-literature on various renowned personalities, online free reference tools, etc.
- **Electronic document delivery**- The knowledge resource centre provides EDS service with the use of ICT. In brief, EDS means the transfer of information traditionally

recorded in a physical medium (print, videotape, sound recording, etc.) to the user electronically via e-mail or World Wide Web.

- **Institutional Repository** – An institutional repository is an archive for collecting, preserving and disseminating digital copies of the intellectual output of an institution, particularly a research institution. The knowledge resource center creates the institutional repository of syllabus, question papers, summer internship projects, institutional research papers, notes on career guidance, course wise academic material etc. provide to the researchers, users.
- **Ask a Librarian** – Ask a Librarian is a virtual reference service that connects students, faculty and researchers from participating libraries with real time research assistance through chat. During the lockdown period this service is more effective to the users.
- **Book talks** – The library should arrange the online book talks for users to increase the reading interest between the academic students.

1.4.3 – Library Extension Services:-

- **Inter Library Loan** : The knowledge resource center can share the online or subscribed reference sources, databases, e-books, e-journals etc. to the other library on the demand of the users of other local library or campus library.
- **Memorandum of understanding**– A memorandum of understanding is a type of agreement two (bilateral) or more (multilateral) parties. It does explain a convergence of will between the parties, indication an intended common line of action. The knowledge resource centre creates the MOU between one or more libraries with libraries belonging from other district and universities to sharing the online and offline reference sources.
- **Online Newspaper Clipping** – The knowledge resource centre share the daily updated current affairs of the online newspapers to the users by using the online platform like Telegram group, whatsApp, library blog, library webpage, etc.
- **Suggestion Box** - The knowledge resource centre collects the suggestions as well as feedbacks from users regarding library services in a lockdown period by using the Google forms.

1.4.4 Library Activity Based Services:

The knowledge resource centers arrange the daily and occasional activity based services for the users.

- **Knowledge Share and Word of the day**- The library staff provides the summary of daily news on a specific topic with the details of newspaper and word of the day with their meaning to the users.
- **Occasional Activity** – The library should share the online and offline information resources as well as arrange the different activities for the users on the different occasion and birth anniversary as well as martyrs day of renowned personalities. For example World book day, Librarian Day, Birth anniversary of A.P.J. Abdul Kalam, Revolution day, etc.

1.4.5. Employability Enhance Program:–

The knowledge resource center shares the news on different vacancies in a state and central government. It should also arrange learn and earn program for economically backward users.

1.4.6. General Best Practices:–

- Library core committee meeting
- Bar-coding of library books
- Telecommunication facility by using the Library Intercom
- Question paper archives
- Binding of books, journals
- Weed out of books
- CCTV camera, Firefox facility
- Library premises keeping neat and clean
- Regular year wise library academic calendar

1.5 Conclusion :

We are living in a difficult era where the most of the educational system are stop. The outbreak of Covid-19 phase has broken the learning system. The Best and innovative practices of knowledge centers enable to provide the various e-resources with the use of internet and web technologies to improve the qualities and effectiveness of library resources. And the different types of offline, digitized and online library reference sources made available for usability.

With the application of best and innovative practices, the knowledge resource centre should enable to disseminate the services to continuously build up the learning system of teaching and research.

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