Normalcy in Library: The Stakeholders Prediction, Expectation and Librarian Activism on Post Covid-19 Pandemic Period

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Abstract - Due to the spread of the novel corona virus (Covid-19) disease and the subsequent global lockdown presented unique challenges to everybody and in particular to all the stakeholders of education system. This contagious virus changed working Style of all in the institutions from offline to online because of the stoppage in all walk of life. The sudden and unexpected outbreak of the virus forced the institutions especially the library, to find out ways of working within a rapid time frame to embrace technology like shifting to online platform wherever possible and to provide remote services adequately to the users. The Lockdown started in India in the third week of March-2020 and it still continues after a brief relaxation. Still Educational Institutions are not opened and are not allowed to operate physically almost for more than a year. In this scenario almost all higher education institutions continue to function remotely. Faculties, Students, Research Scholars and Library Professionals adapt to this change and are used to this technology enabled remote functioning. This situation cannot continue for long and normalcy has to return. In this study online survey research design used and covers the stake holders of The Tamil Nadu Dr. Ambedkar Law University and 5 of its affiliated institutions which are functioning in tire 2 or tire 3 cities. The collected data were analysed. Findings also revealed that highest percentage (97%) of the Library users and Library professionals have supported and are in favour of "New Normal" changes and only few respondents are relying on traditional services and printed collections. The study concluded that in this new information era library staff should always be ready to face a challenging situation. Further, most of the respondents suggested that the higher educational institutions should continue to adopt webinars services and focused on motivating, encouraging the librarians to enhance their digital skills to be in pace with the present digital age. The Article also suggested for Librarian Activism, and suggested the mobilization of librarians across the country to document and shares the challenges faced, their responses and their best practices during the Covid-19 crisis and during revival.
Keywords: Library Collections, Library Services, Copyright/Fair Use, OER, Online Teaching, Artificial Intelligence, Librarian Activism

I. INTRODUCTION

Covid-19 is a novel virus identified on December 31, 2019 in Wuhan, Hubei city of China (20) (World Health Organization, 2020). The virus has drastically changed the working pattern of all. It is highly contagious and has a high death rate. It is spreading in a short time globally. The virus affected several countries around the world. Hence the reaction of this outbreak, WHO, 2020 recommended social distancing, lockdown and isolation or quarantine to fight the pandemic. This Covid-19 is a debilitating disease has forced governments worldwide to place their countries in full or partial lockdown to contain the spread of the virus. However, these lockdowns came with severe economic and social consequences. Because of this sudden disaster, life has changed drastically overnight. Because of human safety and benefits, all activities of human life are hold-on to handle the crucial situation. All educational institutes, schools, and universities are closed. During this lockdown, educational institutes all over the world started adapting distance learning methods and shifting towards online courses. The Staff and Students of the institutions are forced to move to online services only and work from home. This situation has also presented unique challenges in the educational sector and has forced not just students but also policy makers and service providers including the librarians to adapt and adopt technology as a viable and valuable option to ensure fulfilment of the educational needs of the stakeholders and in overcoming various hurdles in this pandemic time.

India, on 30 January 2020, reported its first positive case of the novel corona virus (Covid-19) from the state of Kerala with a student, who was studying in Wuhan University and had travelled to India (8) (Perappadan, 2020). And as a precautionary measure to contain the spread of the virus, Government of India declared closure of all educational institutions across the country from 16 March 2020, which was initially for fifteen days (11) (Times of India., 2020) and continue till date.

This crisis situation cannot continue forever. Hence, discussions are occurring in various countries about reopening Educational Institutions and campuses. The situation has created a paradigm shift for academic libraries to face. Instead of returning to normal, librarians will be returning to a "new normal", i.e. In future, it may be impossible or no longer preferred to have in-person classes and service interactions, the collections in physical format may be considered as a barrier to access, and collaborative study is shunned in favour of social distancing in the buildings that can only safely house half the people they used to. It is a great challenge to leverage this crisis to

create new and innovative collections and services to improve the campus community.

This research paper pursues to investigate the various predictions, based on trend analysis, of how the landscape of academic libraries may change in terms of collections, services, spaces and operations, in hopes they inspire new thinking and continued dialogue and the opinion of the library professionals and other stake holders of the library on those predictions and their expectations. The purpose of this paper is to understand the challenges of the "New Normal" changes in Library function on return to normalcy after the end of the Lockdown and prepare ourselves along with find out ways to use technology as a saviour for all the stack-holders of the library in The Tamil Nadu Dr. Ambedkar Law University and its affiliated institutions.

II. OBJECTIVES OF THE STUDY

The objectives of the study are
1. To predict the various challenges of the "New Normal" Changes in Library and its functions on return to normalcy during the opening of the Campus.
2. To explore the various avenues to prepare ourselves in order to face the challenges of the "New Normal" Changes.
3. To understand the opinion of the library professionals and other stake holders of the library on those predictions and their expectations.
4. To recommend the ways.

III. LITERATURE REVIEW

The forced global lockdown due to COVID-19 crisis has compelled the governments to close all educational institutes, and shut down all activities of life to control the spread of the pandemic. The university library has always plays a very important role and has been the best source of information for sharing, knowledge, teaching, and scientific research. Generally libraries and librarians play a vital role in creating a better world by experimenting or providing service with the latest technology for its users. Hence, library is considered as an authentic platform for communication, interaction, and connectivity, which are easily achieved through technology.

Balachandar P. and Ramesh R. (1) (Balachandar, 2019) stated that ICT changed the library concept of the storehouse to data scattering. Users should offer access to the library's material in each conceivable shape and configuration. It can be accessed by the user through personal visit or through web. The ICT environment is rapidly changing by itself and also changing all the activities of our life. Hence, the user need to evolve themselves in accordance to the dynamic changing environment and procure new techniques like data stockpiling, communication advancements, sensing advancements, listing/classification, reference services, etc. Further the user's standards and expectations both are also changed. Further Mandal and Dasgupta, (7) (Mandal, 2019) observed that the attitude towards library by today's younger generation i.e. Gen Y & Z is changed; they only visit the library for the information that they are not able to find on the internet and not for professional skill development. Moreover, according to their belief, the key factors to improve their professional skills are through different training programs, seminars, conferences, and some short courses. Mahadevan and Kumar (6) (Mahadevan, 2020) highlights the different components of providing digital information services, Information and Communication Technology of university libraries in 21st century. He tells that even though the print media is still a major source of information in libraries, currently the position is changing, and the academic library professionals should be prepared for everything. He intended to emphasize that apart from having good modern infrastructure facilities on routine activities the academic libraries in developing countries need to review their policies and, should earmark substantial resources for collecting digital information, in place of heavy dependency on traditional information resources. Priority to staff training, and user education on ICT-based resources and services is a must which helps the libraries and librarians to respond and to deal efficiently during the outbreak or epidemic disaster situation and to respond appropriately for evolving information and guidelines, for acquiring, processing, interpreting, repackaging, and disseminating relevant information, up-to-date to users. It helps them to be always ready and enhance its capabilities and move away from traditional way and to adopt virtual ways.

Similar studies have been published by Nagu N. Bansode and Manohar Ganapati Shinde (2) (Bansode, 2019), Mahadevan and Kumar (6) (Mahadevan, 2020), Christopher M. *et al.,* (3) Cox, Christopher. (2020, June 5), observed the role of university libraries can play vital role in distance education through the formation of digital libraries, inquiry-based learning, correspondent, trans-formative learning, face to face instructor and learner, Learning platform, authoring space, teaching resources, fulfil demand, satisfied community's member at the appointed time.

In addition Seasonal Samantha (10) (Samanta, 2020) highlighted the challenges of re-opening libraries after the pandemic and stated the need for, what policies or plans should be prepared to prevent the re-infection and spread of viral diseases such as Covid-19? Furthermore He pointed out that the library is responsible for offering its services online in epidemic lockdown.

Pooja P. Dadhe and Manju N. Dubey (9) (Dubey, Nov-2020) highlighted the type of various facilities and library services provided by the libraries of Indian Premier Technological Institutions the 23 IIT's during the Covid-19 Pandemic crisis. It also discusses about the Mode of dissemination of services during the period, Preventive measures taken to combat corona virus by the institutions and Adhoc services like preparation of mask, sanitizer, low

cost ventilators, and interactive dashboard to get different epidemiological scenario specific information at a city scale etc. Further they also extend services like Access to Print Materials, Easing of Penalty Rules, and Assistance in Information searching and scholarly writing, Organisation of Virtual Events etc. Apart from implementing new SOP during the crisis period these libraries have also established guidelines for "New Normalcy".

Sadia Ishtiaq Ms.; Naveed Sehar; and Attya Shahid (5) (Sadia Ishtiaq Ms., September-2020) in their research paper seeks to investigate the role of university libraries in this outbreak situation. The study find out those services, skills, instructional, and training programs carried out by the university libraries of Sind Province during this period of the pandemic. It highlights the role of university libraries contribution to their members for disseminating and mobilizing information during this emergency. It also concluded that the pandemic has reshapes all activities of life and changed the style of working. It highlights that the dependency on traditional library services are low during this pandemic period and emphasis the need for training to library professionals to improve their skills, expertise in electronic resources such as e-books, and improve, IT facilities, delivering, dealing and provide more guidance to find relevant information resources.

Featherstone and others (4) (Robin M. Featherstone, 2008) have highlighted the role of libraries during the disaster period. Through telephonic and email interviews the authors recorded the stories of twenty-three North American librarians who responded to bombings and other acts of terrorism, earthquakes, epidemics, fires, floods, hurricanes, and tornados. The study reports significant contributions of the librarians during and after the catastrophe. Tu-Keefener and others have conducted a situation-specific case study to identify health information services and technology access during and after the catastrophic flooding in South Carolina. The study investigated the role played by public libraries as partners of public health agencies during and after a disaster. Focus group meetings and one-on-one interview method was used to getthe required data. The study recommended that public libraries should be proactively prepared to provide reliable disaster and health digital resources for adult users (Tu-Keefner, Liu, Hartnett, & Hastings, 2017) (12) (Tu-Keefner, 2017). Jingjing Liu and others have emphasized the role libraries could play in disaster preparedness and recovery via social media by disseminating credible information. The recommendations given by the authors could help libraries to proactively create risk communication strategies using social media for effective information services. The role of libraries in public emergencies has been discussed with much attention in the past. Similar studies on the role of Libraries during emergency situations have been conducted by Featherstone and others (Robin M. Featherstone, 2008).

Christopher Cox (3) (Cox, June 5-2020) in his article "Changed, Changed Utterly" published in June-2020 has thanked the digital collections which helped during the pandemic period. He discussed the rise of open content, the significant ways academic libraries have shifted in terms of collections, services, spaces and operations as a result of the pandemic.

IV. SCOPE OF THE STUDY

The study covers a sizable literature dealing with library services during natural calamities and crisis situation including Covid-19 Pandemic crisis and the recovery phase, particularly the future plan, challenges and prediction of handling the current recovery phase. The study also covers the predictions and expectations of all the stake holders of the library like the library professional and library users on the "New Normalcy" phase through a questionnaire. The Target group is library professionals and library users from The Tamilnadu Dr. Ambedkar Law University, Chennai and its affiliated colleges.

V. LIMITATIONS OF THE STUDY

In the study the Target group is library professionals and library users from The Tamilnadu Dr. Ambedkar Law University, Chennai and its affiliated colleges. Among the 16 affiliated colleges due to time constrain the study has limited to response from only 5 affiliated institutions. Further among the four predictions headings mentioned in the study the questioner cover feedback for the first two headings "Changes in Library Collections" and "Library Services". The questioner does not cover the other two prediction headings.

VI. METHODOLOGY

Information from sizeable literature dealing with library services during and after natural disaster like flood, cyclones which are available are gathered. However the Covid-19 pandemic is unique with regard to the scale, the impact and duration of the situation. It is unprecedented and the library professionals have had to work from home for more than a year during the nationwide lockdown. As the pandemic is still going the lockdown continues till date (June-2021). A considerable amount of literature regarding the services provided by libraries, their role, contribution and the challenges faced during the Global lockdown is available currently. But with regard to the future plan, challenges and prediction of handling the "New Normalcy" after the lifting of the lockdown only limited amount of literature is available. Those valuable details are compiled and presented in the study and opinion of the Library professionals and the users / stake holders on those predictions are compiled and presented descriptively.

Apart from the descriptive study, based on the above predictions an online survey was conducted to the library professionals and library users from The Tamil Nadu Dr. Ambedkar Law University, Chennai and its affiliated colleges. In view of the various advantages of Google form,

the questionnaire was design in Google form and administered to the above target group during the Lockdown. Stratified sampling technique was used in this study and the target population was library professionals and users from The Tamil Nadu Dr. Ambedkar Law University, Chennai and 5 of its affiliated colleges were selected. The data were analysed by MS Excel. The Google Form Questionnaire link is circulated with 200 respondents through e-mails, 9 e-mails bounced back and we got 191 primary respondents which are 95.5%. Out of the 191 primary data 152 respondents have completed the questioner and 39 did not respond. After appropriate evaluation and scrutiny finally we got 135 valid responses, with the reaction rate is 67.5%which could be viewed as valid. There are 17 invalid responses. The particulars of the respondents Questionnaire Distribution and data collection response details are illustrated in Table I below.

TABLE I QUESTIONER DISTRIBUTION

Description	E-Mailed	E-Mail Bounced	Primary Data	Response Not Received	Responded	Valid Questioners	Invalid Questioners
Users	200	9	191	39	152	135	17
%	100.00%	4.50%	95.50%	19.50%	76.00%	67.50%	8.50%

VII. FINDINGS OF THE STUDY

The Covid-19 blindsided the academic libraries right from fag end of March-2020 in India. Leaving very little or no time to plan, all academic institutions closed their operations one fine day. After a short waiting for a month or two towards lifting the lockdown, with disappointment both the staff and students of the institution slowly moved to online services and Work From Home (WFH). Thanks to the technology which provides curated digital content over the period, which provides multiple opportunities for research interaction and robust search interface along with web presence bridge the gap and served the purpose during transition.

With Vaccination drives and other concrete steps to control the spread of the pandemic, several countries are taking initiatives to lift the lockdown completely and reopen the campuses of academic institutions. This initiates the discussion among the academic institutions to prepare for a paradigm shift on the functioning of the institution and in particular the functioning of the library. In the case of library, "New Normalcy" takes over the place of old processes, such as it is no longer preferred or impossible to have in-person classes and service interactions, the libraries physical collections may be a barrier to access, in view of favouring social distance within buildingand with space constrain as per new requirement collaborative study may be shunned. Librarians have to take proactive action and invent new ideas to create new and innovative collections and services and convert this crisis situation to a favourable development.

VIII. PREDICTIONS

Based on above the trend analysis and discussions the following predictions are identified with the hope that it will inspire new thinking and continuation of dialogue.
1. There may be change in terms of collections
2. There may be change in terms of library services
3. There may be change in terms of space
4. There may be change in terms of Library operations.

A. Changes in Library Collections

1. The Diminishing Value of Print Collections

We learn from corona virus crisis that it is irrelevant tohave more print collections for circulation. Overnight, most libraries eliminated access due to concerns of virus spread. Hence in a post-Covid-19 world, the new strategy will be a reduced or minimal request for these materials in future and innovative actions / initiatives will be applied to make the content of the print collections more accessible and relevant.

2. Mass Digitization and Access versus Archives

For years, print digitization efforts are done on need / "just-in-case" basis in academic libraries. With print materials locked behind closed doors during this lockdown crisis, the Internet Archive plays a vital role. To fulfil the demand during this crisis period many Archives are launched like the National Emergency Digital Library and Hathi Trust opened Emergency Temporary Access to its members. Some authors have concern on the above and express charging for the action. This was a triumph of long-term planning over the prioritization of immediate needs as pointed out by Roger Schonfeld, director of Libraries, Scholarly Communication, and Museums for Ithaka in an online post. It is predicted that in order to make library print collections more accessible and preserve print content, mass digitization efforts should be undertaken along with collaborative storage agreement. The copyright issue has to be addressed.

3. E-Everything

Since the use of electronic resources has gone up skyrocket during this crisis, and users are used to it during this period. Because of this it is predicted that by-and-large the same trend will continue for the future. Hence, more resources both Time and Money will be spend for electronic collections over the next few years. It is predicted that with diminishing budget in the year to come library professionals have to be proactive and innovative to develop new

strategies for negotiation to get better deals with publishers and lobby for greater access to streaming media and e-books, along with the development of new access models. The recent Macmillan e-book embargo (Neary, 2019) which restricts libraries to buy multiple e-book copies, is an indication which other publishers may follow, which will make this more challenging.

4. *The End of Big Deals and Beginning of À La Carte Access Options*

The long term financial implication caused by pandemic Lockdownand the year on year inflationary price increase by publishers, has forced several institutions to rethink on the multiyear licenses to large journal packages. Leading university libraries like University of North Carolina and New York State University in order to save Significant Money, are reconsidering their earlier practice and are favouring for title-by title purchase and they are planning to cancel their earlier Big Deal contract with Elsevier. It is predicted that the practice may be followed by other libraries. This may force the publishers to develop à la carte access options instead of resource sharing agreements and document delivery services. Thus, Library can prefer title wise selection of electronic resources rather than bundle purchase.

5. *Digitization of Distinctive Collection*

The precious asset of any academic library's collection is its special collections and archives, which are distinctive materials kept in vaults and available for in-person access only. The Covid-19 Closure has changed this practice and it is predicted that there will be a massive increase in archives digitization efforts in the years to come. The Archive digitized content will transitioning the method and purpose of archive from preservation or preview to a prime access point for collection.

6. *Copyright/Fair Use Challenges and Lobby for More Flexible Copyright*

The creator has to be protected is justifiable, but copyright has always been unreasonably restrictive. The Fair use of copyrighted content does not apply for educational use like using the content for student's availability and using them on online courses by the faculties. It is the duty of the library professionals to provide adequate copyright education to the library users. Further the library professionals must take initiative to get a creative common license by encouraging the authors and lobby for more flexible copyright laws.

B. *Changes in Library Services*

1. *Self-Service Models and Virtual Alternatives*

Providing in-person customer experience by library professionals is most of the libraries pride. After this pandemic we have to follow the SOP to avoid getting infected. It is predicted that, with emphasises on social distancing the library service desks have to be recalibrated or removed. It is predicted that more self-service, touch-less interaction and online services are encouraged. Some of them are self-checkout& check-in kiosks, innovative options like considering and introducing curb-side pickup, scan and delivery service, materials delivery and online personal customer service etc.It is predicted that there will be less walk-in to the library and Bringing Library Services to the Individual.

2. *Embedded Librarianship*

The pandemic made the digital and online environment essential for all stake holders of academic institutions. Hence, it is predicted that Information Literacy Skills are very much essential for all stakeholders of the educational institutions. Library professionals play a vital role on educating, training and imparting the knowledge on information Literacy Skills to all stake holders of the academic institutions. It is essential that the academic institutions should compulsorily make information literacy as part of the curriculum for all the students and research scholars and library professionals as resource persons. Further, academic institutions can utilise the knowledge and skills of the library professionals to help / support the faculty members in course content development, co-teaching, providing research consultations, hold virtual office hours online and assisting the course content identification and link.

3. *The Growth of Open Content and Open Access Publishing*

We learned a lot from this pandemic and one among them is the importance of immediate access to scientific information and data sets, our quest for a corona virus cure highlighted it. All along the library professionals have always supported Open-access Publishing and have been lobbying to develop an alternative pathway for research dissemination through institutional repository. It is predicted that the current situation advocates for Open-Research and Open-Data concept and the need to educate faculty about the art of retaining publication rights. It is predicted that shortly libraries will seek greater control of the researches in the institution and it is evident by the recent rise of publisher open-access agreements.

4. *Open Educational Resources (OER)*

The library professionals have already taken the lead role in educating on the benefits of creating and adopting Open Educational Resources (OER), free or low–cost text books, learning materials etc., for the faculties. This not only lower the student education cost but also provide personalisation of the faculty. OER is an alternative to bulk print text books. Libraries can enhance the online student engagement through free homework systems and virtual labs.

5. Support for Online Teaching

It is the need of the hour that libraries have to position themselves appropriately to assist faculty in the development of Online Courses, Tutorials, Instructional Technology Games, and Instructional video creation, Course Management System, OER etc. Currently Library is providing the digital literacy support to students with Instruction, Technologies and Space for using the technology to create and communicate. It is predicted that by leveraging the expertise of Online Education, Instructional Technology and Teaching & Learning, we can impart the students and faculties to have the required skills to handle and succeed in the Online Digital Environment. The Library professionals play a very important role in it.

6. Support for Online Research

Libraries and library professionals plays a critical role by providing an appropriate online environment between Faculty members and the Research Scholars for remote collaboration without any distance and location barrier. Libraries can take advantage of tools like ORCID and gateways like ArXiv along with institutional repository for a comprehensive research platform for the researchers to deposit data and distribute their research.

7. The Post Pandemic Library Website as a Virtual Front Door

The website is always designed on the usability principles. So it is essential that the post pandemic website of the library has to evolve itself based on the usability principle must be more user friendly, responsive and customizable to fulfil the "New Normal" requirement of the Library. Since the "New Normal" function of the academic institution is mostly technology driven, with more digitization and online Operations/Functions, it is high time to rethink that Library Website represent the primary path of interaction for all stakeholders of the institution and be a Virtual Front Door of the institution.

8. Personalization and the Promise of Artificial Intelligence

All along with the intention to protect the intellectual freedom of the users the libraries were reluctant to adopt Artificial Intelligence (AI) surveillance Technology in library and exploit its potential. In view of post pandemic SOP's which recommends avoidance of personal interaction and service, integration of technologies along with AI can be used to fill the gap to make the library more smarter and provide better and enhanced services like, providing tailor made more user specific search results, monitor social distancing, better security, assisting space booking, integrating the library into personal assistants, providing IPS (Indoor Positioning System) for locating the physical document and also for navigating within the library, provide trend analysis which is helpful for placing orders etc. In the user centric service, Library professionals can project the retracted articles to the user community. The analysis of citations, retractions can be highlighted to the user community to expose the resources to them.

9. Digital Bookshelves

Library can formulate digital bookshelves and organize the subscribed electronic resources according to the themes of concern. This service will fill the gap of physical absence in the library. Users feel like browsing the books on the shelves in this new concept of digital book shelves.

C. Changes in Spaces

1. Studied Study Spaces

The current modern Library Designs recommends for Open Floor Plans suitable for collaborative study space. It is predicted that the post Covid-19 "New Normal" SOP's and guidelines will definitely recommend for individualized study space and nor for collaborative study space. Group studies will be discouraged / banned altogether or may be allowed with stringent guidelines accompanied by restrictions on the size of the group. Monitoring and enforcement is a challenge.

The biggest challenge is the user behaviour and the space constrain in the current design as per "New Normal" guideline. Servicing the current footprints with the currently available space as per the "New Normal" guideline is a constrain. Limiting the number of users in the building, providing study space for all the footprints with the limited available seats, monitoring the users to avoid cluster etc. are very big challenges.

The library professionals have to provide solutions to address these challenges, either by way of innovative steps or through Technology, like
a. Creating more study spaces all across the campus of the institution.
b. Creating space design based on the user behaviour and respond appropriately.
c. Taking lead in integrating of all these study spaces which spread across the geography of the institution in order to manage and coordinate study space allotment service.
d. Seeking the support of integrated technology and AI for monitoring, booking and allotting the study space, monitoring the users to avoid user cluster and give appropriate alerts etc.

2. Public Technology Disappearance

Currently libraries have the largest number of public computers in the campus of any academic institutions. In the post Covid-19 scenario these public computers have to be managed, used and maintained as per "New Normal" Sop's and Guidelines like new Cleaning routines, Safe circulation of Technology, provide appropriate safe Student/

user work environment, dual monitors, shareable screens, OHP or big screen facilities etc. catering tailored individual needs. Further libraries should encourage students and users to bring and use their own / personal devices and provide appropriate facilities for convenient use.

D. Changes in Operations

1. Employee Safety

The employee Safety shall be the first priority and it is the most important thing of any institution. Hence the post Covid-19 "New Normal" SOP's and Guidelines has to consider this essential and important factor with priority while framing the guidelines accordingly. Apart from the regular guidelines like social distancing, wearing mask, limitations on clustering etc., some of the key employee safety features to consider are

1. Personal Protective Equipment's (PPE) is essential for Front Line Employees for comfortable interaction with users / patrons.
2. Work with limited number of employees and employees need to work on shifts.
3. Rethought / reworking / redesigning of office space which is convenient and which compiles the Guidelines.
4. Preference for Enclosures instead of Open-Concept Office Space.
5. The users/patrons have to accept employees with mask behind Plexiglas shields which is a great challenge.

2. Continuous Learning and Development

The sudden lockdown have moved to Work From Home (WFH) was one of the greatest challenge for many people. It was a Future Shock for many when they were asked to learn quickly new collaborative technologies like Zoom, WebEx, Go To Meeting and Google Meet etc., Microsoft Teams, Box, and Google Docs etc. It was an immersive learning experience for most of the employees to embrace. It is high time for the institutions particularly Libraries to

harness this situation, undertake technology skills need assessment of the employees and initiate steps to provide additional technology training as per the individual requirement. Understanding the post Covid restrictions, these trainings need not be in-personal training and can be conducted through online professional development.

3. Doing More With Less

The Covid-19 has shattered the economy globally and the severity of the impact is very high in India and it is predicted that it will continue for few more years and the revival will take time. The economic impact has affected across all sectors and particularly for the academic institutions the impact is more. The institutions struggle to maintain enrolment and because of the pandemic the fee collection is also less and erratic. It is predicted that the revival will take much longer duration. Hence the institutions has to pull-up the socks and prepare themselves for the eventuality to run the institution with reduced expenses, hiring freezes, libraries with confronted budget reduction and other spending restrictions. The library professionals has to anticipate this and prepare themselves to face this eventuality to run the library will fewer personal without any deficiency in services, along with protecting acquisitions budget with greater provisions for online access to content. The work flow has to be streamlined to satisfy the "New Normal" requirement and existing employees are retained to fill new roles or new roles are shared among existing employees. It is expected that there will be drastic cut on the research funding.

4. Equity of Access

One of the positive things that happened because of Covid-19 pandemic is that it exacerbated the divide between "Privilege" Employees and "Essential" employees, it removes the divide of WFH with reliable internet access. It is the responsibility of the institution to provide the required infrastructure without any discrimination in any form for essential employees to do their duty and responsibilities.
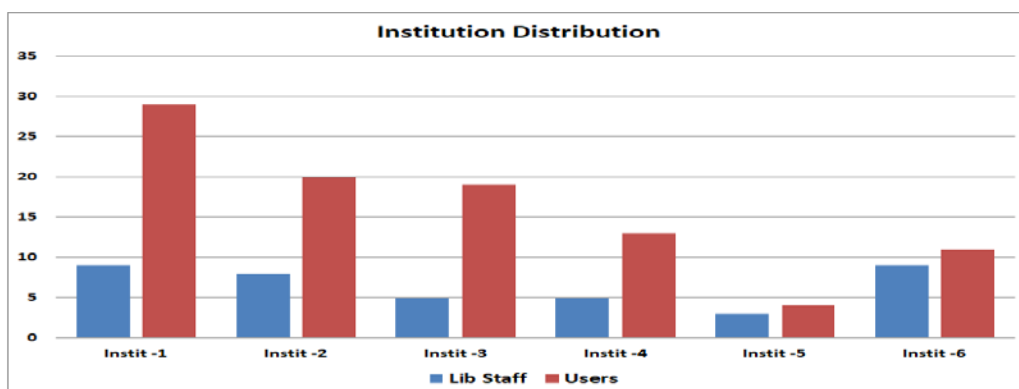
IX. DATA ANALYSIS

Fig. 1 Institution Distribution

From the above chart it is found that 28% of the respondents are from Institution-1 which includes both library professionals and Users. Institution-2 has got 21% of respondents and institution-5 has got the least response with 5% of the total 135 responses.
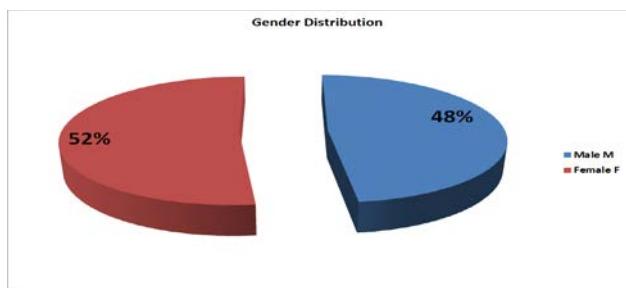

Fig. 2 Gender Distribution

The above pie chart illustrates that a good majority of 52% of the respondents are Female and the balance 48% are male respondents.
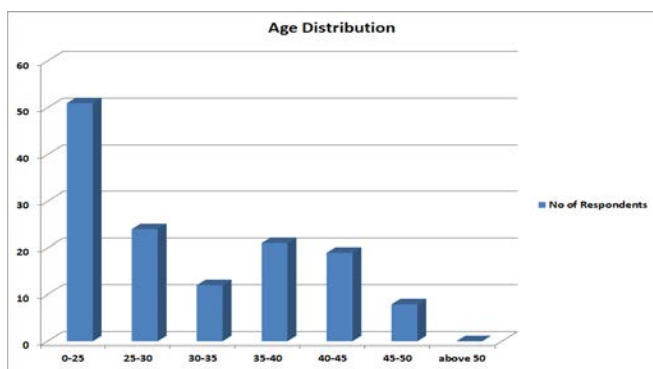

Fig. 3 Age Distribution

From the above chart the respondents age is grouped into 7 categories, starting with less than 25 year of age as Category-1 and the other categories are incremented by 5 year till 50 years of age and the last and the 7th category is above 50 years of age. It is found from the Fig. 3 that a good majority of more than 38% of the respondents are in the age group below 25 years of age, followed by 18% of respondents in the age group of 25 to 30 year of age. The least number with 6% of respondents are in the age group of 45 to 50 years of age and there are no respondent above 50 years of age.
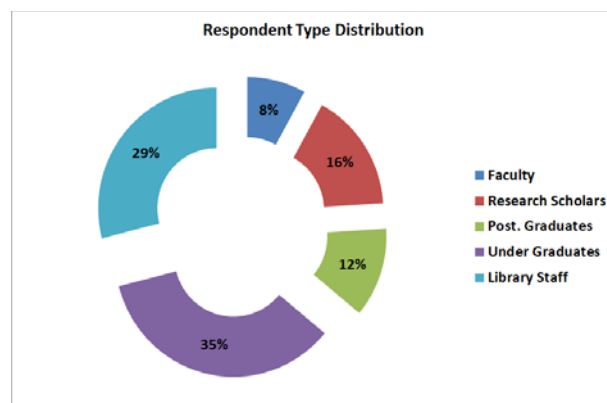
Fig. 4 Respondent Type Distribution

The above figure illustrates the distribution of respondent's type like Faculty, Research Scholars, PG Students, UG students and library professionals. It is found from Fig. 4 that a majority of 35% of the respondents are UG students followed by 29% are Library professionals. The lowest number of respondents with 8% is Faculty members.
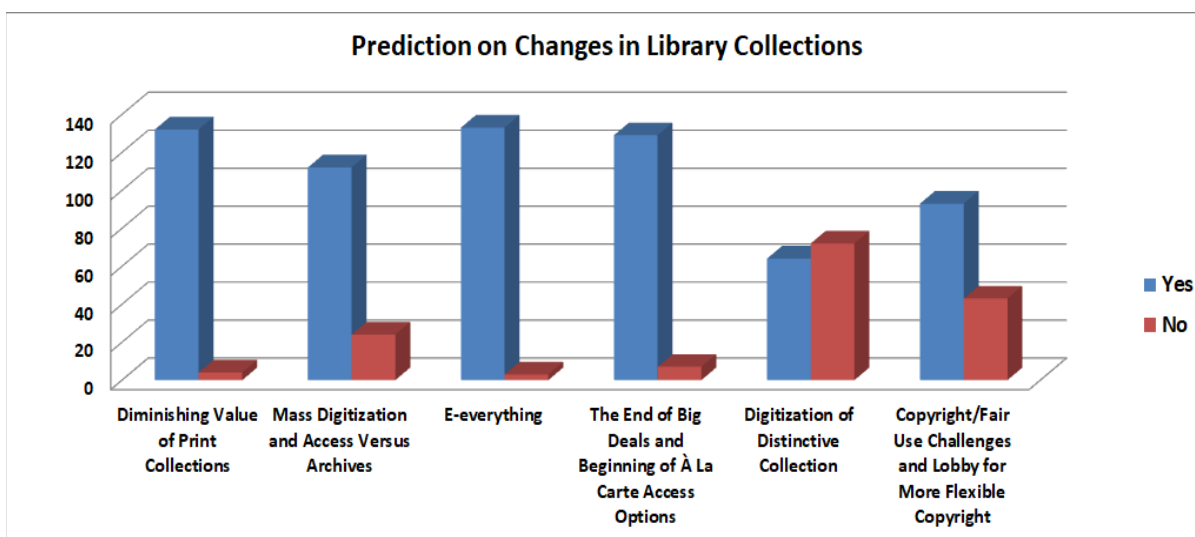

Fig. 5 Prediction on Changes in Library Collections

Fig. 5 illustrates the predictions of the respondents on the possible changes likely to happen on the Library Collections. It is found that 97% of the respondents predicted that the value of the printed collections is going to reduce, 82% have predicted that mass digitisation of printed resources is going to happened along with storage in Archives with collaborative storage agreement. In addition 98% of the respondents predicted that resources in electronic / digital form will take over the printed resources and 95% predicted that instead of Big Deal Contracts À La

Carte Access Options will be preferred. Only 47% of the respondents have predicted the digitization of distinctive collections and 68% have predicted that copyright and fair use is likely to go for a change with the availability of flexible copyright option based on the lobbying by the library professionals and academic institutions.
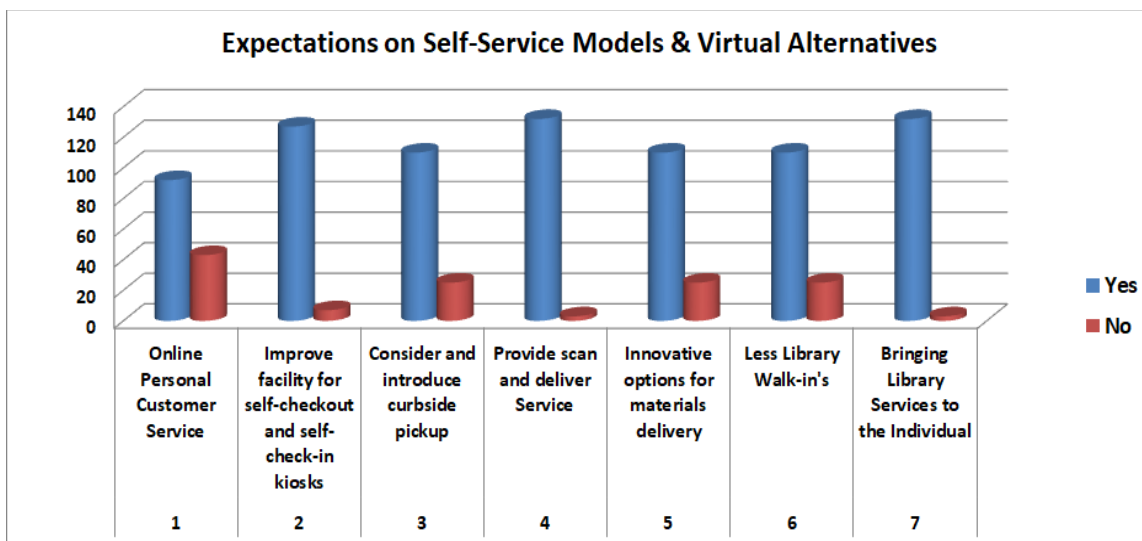
A. *Library Services*

Fig. 6 Expectation on Self-Service Models & Virtual Alternatives

From the above chart it is found that the respondents expectations on the self-service models and virtual alternatives components are Online personal customer service, improved facilities for self-check-in and self-checkout kiosks, curb side pickup service, Scan and delivery service, material delivery service and bring library service to individual. They also expect less library walk-ins. It is found that 68% expect Online Personal customer service facility, 95 % expect improved facilities for self-check-in and self-checkout kiosks, 81% wanted Curb side pickup service and 98% expect Scan and deliver service. In addition 81% expect material delivery service and 98% expect to bring library service to individual. Further 81% of the respondents predict that there will be less walk-in if the future.
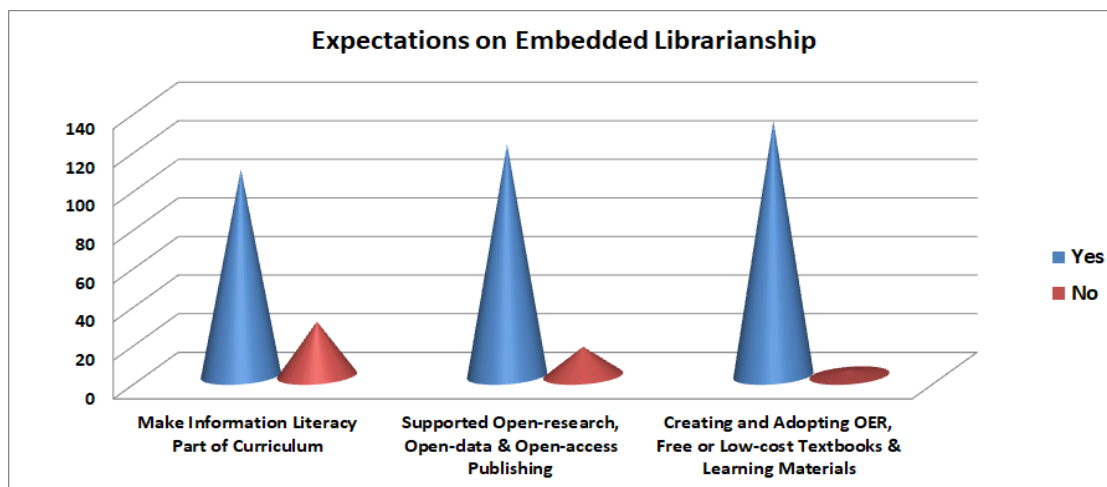

Fig. 7 Expectations on Embedded Librarianship

The above figure exemplify the expectations of the respondents on embedded librarianship like making information literacy part of the curriculum, support open-research, open-data and open-access publishing and creating and adopting OER, low-cost text books and learning materials. The figure also demonstrates that 79% of the respondents are in favour of making information literacy part of the curriculum, 89% supported open-research, open-data and open-access publishing and 98% supported for creating and adopting OER, low-cost text books and learning materials.
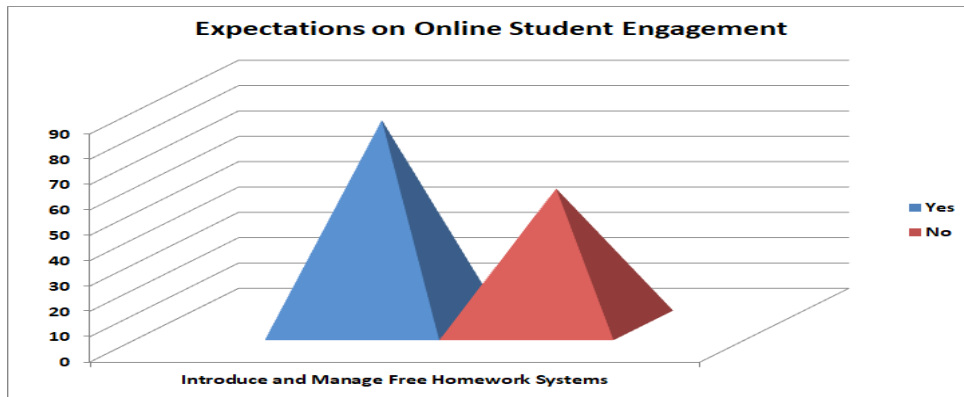
Fig. 8 Online Student Engagement

The Fig. 8 illuminate that more than 60% of the employees supported f or online student engagement program by introducing and managing free home work.
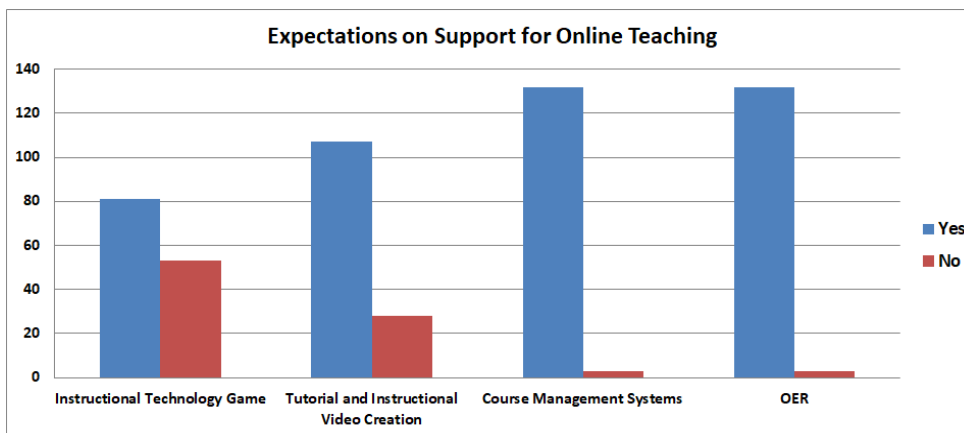

Fig. 9 Support for Online Teaching

Fig. 9 highlights the expectations of the respondents towards support for online teaching and 60% of the respondents expect support for Instructional Technology game, 79% expect support for Tutorial and Instructional Video Creation and 98% each seek support for Course management System and OER respectively.
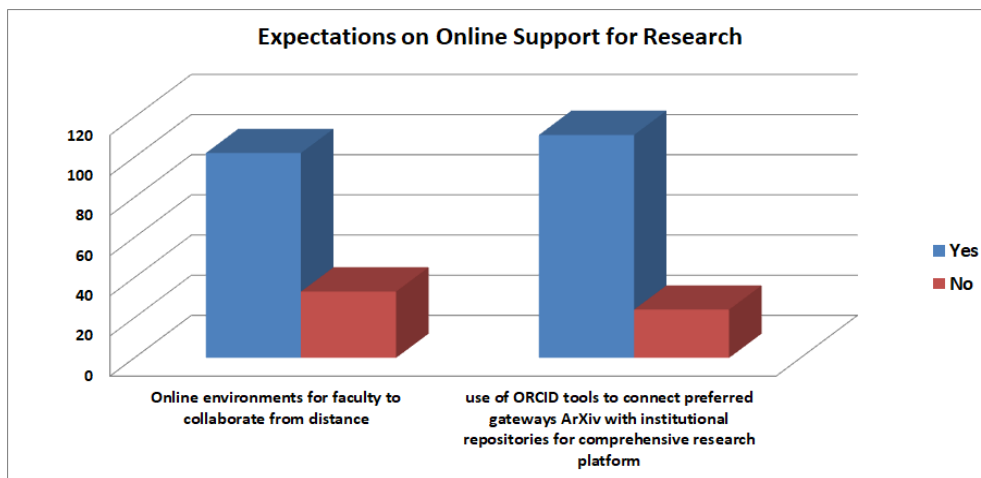

Fig. 10 Online Support for Research

The above Fig. 10 provides the details of the expectations on online support for research. It is found that 76% expect support on online environment for faculty to collaborate with the research scholars from distance and 82% expect support on using ORCID tools to connect the preferred gateways like ArXiv with institutional repositories for comprehensive research platform.
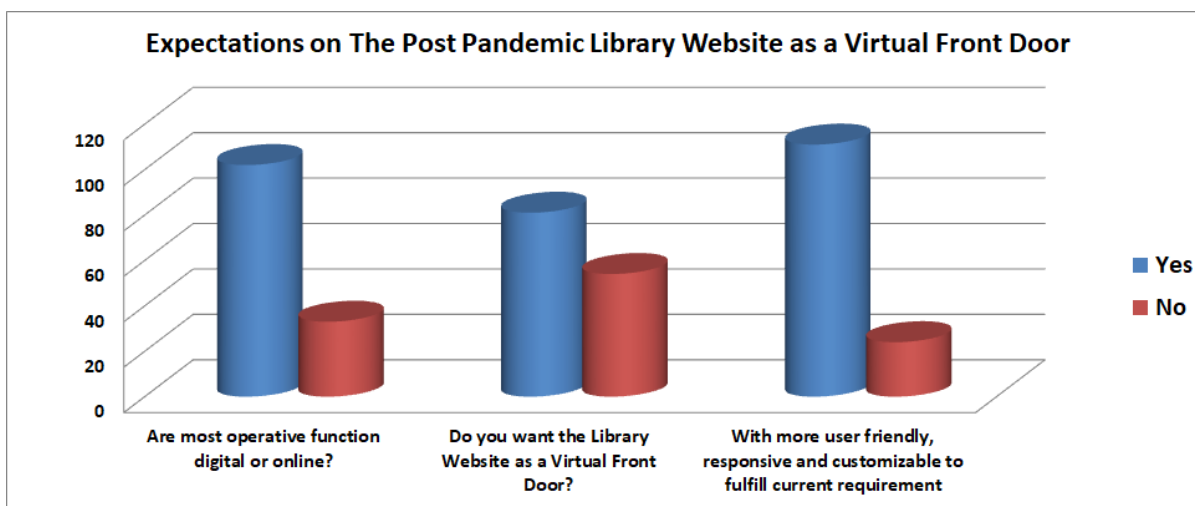
Fig. 11 Post Pandemic Library Website as a Virtual Front Door

It is found that 76% of the respondents expect that during the post pandemic period most operations and functions are either through digital media or through online, and another 82% of the respondents expect that the post pandemic library website to be more user friendly, responsive and customisable to fulfil the current requirement through online and 60% of the respondents stated that since most functions

and operations of the institution are done either through digital media or through online resources which is managed and administered by library, hence the post pandemic website of the library has to be redesigned to be more user friendly, responsive and customisable to fulfil the "New Normal" requirement as a virtual Front Door of the institution.
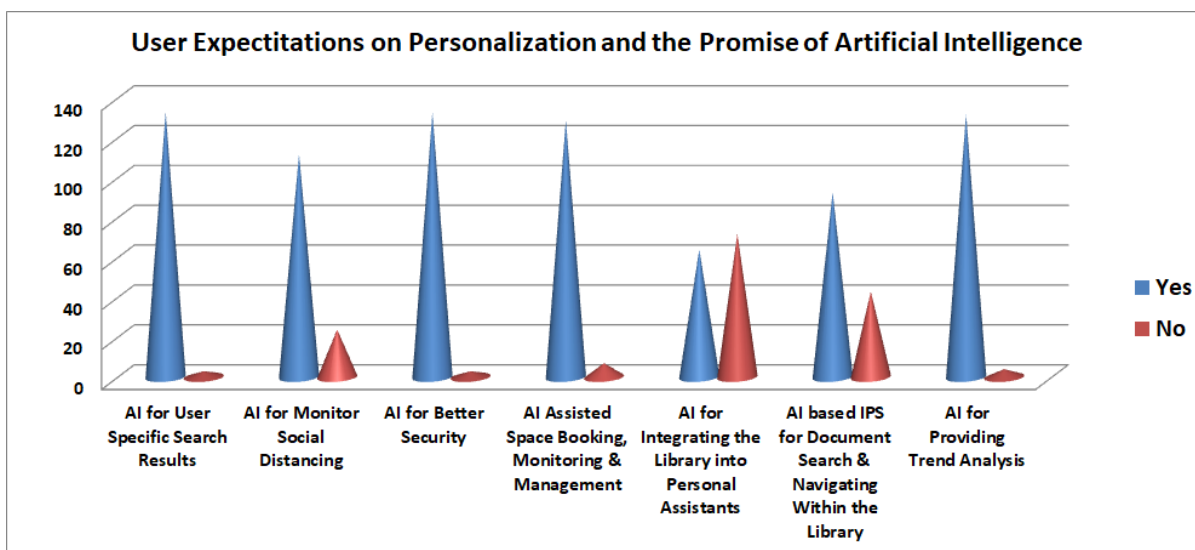

Fig. 12 Personalization and the Promise of Artificial Intelligence

Integration of technologies along with AI can be used to fill the gap to make the library more smarter and provide better and enhanced services. 99% of the respondents predict that AI for user specific search results will enhance the library service and implemented shortly. 83% predict that shortly AI will be used for effective monitoring of social distancing and better security management respectively. During the post pandemic era in view of maintaining social distance study space will be scattered across the geography of the institution campus and hence monitoring, administering and managing the study space booking is a great challenge which can be efficiently handled by AI along with technology. 76% of the respondents believe that shortly AI

will assist and manage the study space booking. Further 94% believe that in the near future in AI integrated libraries AI personally assist the users to fulfil their requirement efficiently. 90% of the respondents believe that shortly Technology integrated AI base IPS (Indoor Positioning System) will assist the users to search for resources and assist them to navigate within the library. 82% of the respondents believe that through integration of AI in library management and functions, trend analysis reports can be generated, which helps the library professionals to take critical decisions.

X. SUGGESTIONS

Based on the findings and analysis of data the following suggestions are recommended. Based on the recommendation of the respondents it is suggested that the higher educational institutions should continue to adopt webinars services and focused on motivating, encouraging the library professionals to enhance their digital skills to be in pace with the present digital age.

A. Librarian Activism

1. Experience Sharing

It is responsibility of the library professionals to document their experience in handling the challenge of functioning the library during the Covid-19 crisis and the initiatives taken by them for employee safety and welfare, library service initiatives, initiatives for the users, initiatives for the community, best practices etc. and publish the same to be shared among the library / academic community.

Similarly like this article the library professionals should document and share their predictions, ideas, plans and initiatives on the preparedness for the post pandemic "New Normalcy" functioning of the Library. The post crisis recovery handling documentation will be a boon for the library community. Documentation of the initiatives during any crisis, distress or disaster situation and post crisis or disaster situation like flood, earthquake, cyclone etc. will help the library community at large and the academic institutions to adopt the best practices and implement the same based on their requirement in order to improve the service to all the stakeholders.

2. Professional Activism

It is the responsibility of the library professional to raise themselves for professional issues such as open access, flexible copyright, unfair business practice by publishers, employee rights and end the digital divide etc. They should document and share their views for the benefit of all the stakeholders of the library.

XI. CONCLUSION

I conclude that in spite of all these hardships, sufferings, losses and challenges we undergo, this pandemic has offered us a lot of positive outcomes like
1. We have learned a lot of things both professionally, operationally, functionally, personally, culturally, through our experience during this Pandemic crisis.
2. We have changed a lot and got adapted to the situation and flourish.

3. We learn and grow during the quarantine period and have improved our skills.
4. This experience made us to thrive in this new reality.
5. This experience taught us that libraries need to be nimbler and more responsive than ever before to cope with this dynamically changing technology driven information age.
6. The new information era library professionals, should always be ready to face a challenging situation and abreast with current trends and technologies.

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