

# Response to the Covid-19 Pandemic: an exploratory study of ISI library Kolkata

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## Abstract

The sudden outbreak of Coronavirus has jeopardized global academia. The pandemic has forced social institutions to shift to virtual mode overnight. ISI library being one of the premier research libraries in the country, has experienced a similar impact. To keep its skeleton services operative, ISI library has undergone a 'digital transformation' and moved to a 'virtual service only mode' managed on 'a work from home basis. This paper describes how the library has reoriented itself regarding collections, services, and research support. The primary purpose of this study is to showcase the paradigm shifts in the working procedures, services pattern, and operational strategies during the new normal phase. The prime objective of the study is to highlight the ongoing activities of the ISI library during the New Normal era, spotlight the optimum practices of library services during the New Normal era, and enumerate the expedient services introduced during this period. To meet the study's specific objectives, thorough scrutiny of the ongoing activities of the ISI library has been undertaken. Particular emphasis has been given to earmarking various ICT-driven activities performed remotely. We, therefore, analyzed different operations done through multiple social media and virtual meeting platforms besides regular services for disseminating relevant information for supporting researchers. The study reveals that to sustain this typical situation, the ISI library has experienced several functional transformations like more significant reliance on e-resources, embracing open educational resources, embedding social media, supporting virtual teaching and research, besides reinforcing remote access tools. The study recognizes that the ISI library has adopted strategies to reassign resources, plan for robust online engagements, and revamp the website even amidst the pandemic.

**Keywords** – *New normal, ISI Library Kolkata, Covid-19 pandemic, Library new normal, Library services in pandemic*