

5 Days Virtual International Developmental Programme (VIDP) for the LIS professionals on Library Service in the Virtual World: Quality and Effective Information Delivery

-A Report

by Prof. Dr. Mrs.Meenal Oak, Program Coordinator VIDP & Librarian , MES IMCC, Pune

Organized by MES Institute of Management & Career Courses
Library & Information Resource Center
22nd March 2022 to 26th March 2022

Program Website: https://sites.google.com/mespune.in/mes-imccs-vidp-for-lis/home

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Prof. Dr. Santosh Deshpande, Director,, MES IMCC, Pune

Background

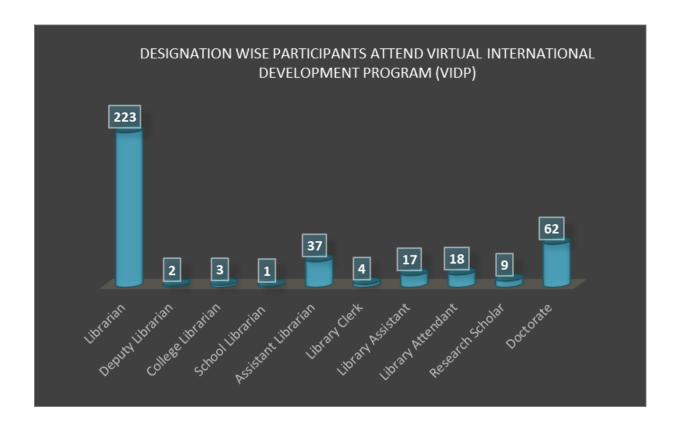
MES Institute of Management & Career Courses (hereafter- IMCC) being an active organization in the field of management, computer and the library and Information Science education for more than two decades. The Maharashtra Education Society, parent body of the organization, has been active in the education field since 1876. At present the education imparted from KG to PG and research through more than 70 educational institutions across Maharashtra.

The pandemic and post pandemic situation all over the world has thrown up so many challenges for all the domains; the educational world is not exceptional. Major areas of education such as teaching, examinations, and results are being conducted in a virtual mode due to the frequent lockdowns declared at various time intervals by the Governments of all the countries in the last two academic years. Being a part of education, the libraries are also facing the similar changes and challenges and are trying to cope up with the situation through various means of ICT usage and virtual service delivery. During the post pandemic, the libraries gradually started using the offline and online mode for the service delivery. Even Though, the challenges faced by the libraries and information centers are the effective utilization of the library collection, cultivation of better reading habits among the users, retaining the library value through impactful utilization of the library resources. To remain more effective and sustainable, the need is to be relevant with the quality inputs by improving continuously for providing more effective library services to reach even an unreached section of the users through the virtual model.

Thus by identifying the need of the service challenges faced by the LIS professionals on all over the globe .MES IMCC, Pune, India announced and conducted an International Virtual Developmental Program for the Librarians (from 22nd March to 26th March 2022) on the globe. The program was based on conducting value-based sessions on the delivery of quality services to match the users' expectations in the current scenario.

Response

Total 401 LIS professionals across the globe including 12 countries viz- India (382), USA (1), UK (1), Oman (1), UAE (1), Armenia (7), Ethiopia (1), Nigeria (3), Pakistan (1), Bangladesh (1) registered for the MES IMCC's Virtual International Development Program (VIDP), Pune, India. The total professionals distribution is elaborated below as per the designation; further out of total registered professionals, 62 were the library science doctorates.



Theme of the Programme: Library services in the Virtual World:

Quality and Effective information delivery

Durations: 5 Days (22nd March to 26th March 2022)

Organizer: MES IMCC

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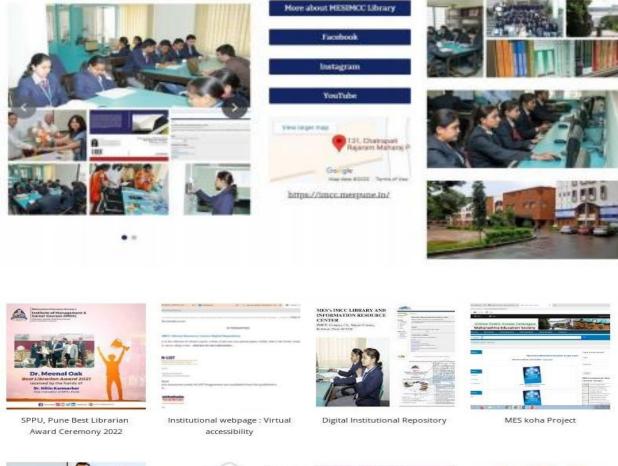
The Organizer

About MES IMCC

IMCC is a premier Management Institute, which is recognized by Savitribai Phule Pune University & Approved by AICTE New Delhi to conduct MBA & MCA programmes accredited by NBA New Delhi, India. IMCC also conducts University affiliated PGDBM & DTL programs. IMCC is a recognized Ph.D. Research Center under the Faculty of Management, Savitribai Phule Pune University. IMCC has 34 years standing & it is well-known for its conducive educational atmosphere.

About MES IMCC Library and Information Resource Center

MES IMCC's library and information resource center is one of the best libraries in the Pune regional Academic Institutions as regards the services and ICT application. The Library of MES IMCC, Pune was established in the year 1983. Library is providing easy access to e-documents such as University question Papers, Syllabi, and Summer Projects through the *Digital Institutional Repository* created by using *d-space*, and also provides access to on-line databases such as *ASPP (IEEE)* and also the INFLIBNET's *N-List database*. The library is computerized using *Koha open library software* for automating the functions and services. The library uses auto transaction mode for the Library Documents Transaction purpose through the effective use of bar-coded collection and in-house generated ID cards & Borrowers' Tickets. The library is also focused on the use of social networking aspects such as blogs and whatsapp medium for creating effective communication with the users.





Enthusiastic Learners



PGDLIMAN



SET NET Program



The library team has taken a leading role in coordination and management of the distance learning Center of IGNOU at IMCC. The center has at present 1270 learners and runs MBA, BCA, BTS, MTTTM, BLIS, MLIS, PGDLAN CLIS, CBS, CIT on the campus. It has also played a lead role in initiation of the autonomous programs of MES under the library science domain as SET/NET Workshop to guide the LIS budding students and the professionals in order to crack the examinations and PGDLIMAN one year post graduate diploma in Digital Library automation and Networking for which the qualified librarians are registered for getting more practical oriented knowledge about the ICT applications in the libraries.

Library services in the Virtual World: Quality and Effective information delivery

Durations: 5 Days (22nd March to 26th March 2022)

Resource Persons of the VIDP





The program sessions were hosted by Prof. (Dr.) Mrs Meenal Oak, Program Coordinator. During the entire program a total 8 virtual sessions were **conducted follows:**

Day 1: 22nd March 2022 06.30 pm

Resource Person: Ms. Seema Ramprasad, President- Elect, SLA Board of Directors, British Library , London, England, UK

Topic: Global Collaboration for Specialized Libraries and Information Professionals: Successful

Leverage for Purpose and Pivoting

Day 2: 23rd March 2022 10.00 am

Resource Person : Dr. Shantanu Ganguli Dr. Shantanu Ganguly Chief Librarian, All Indian Institute of Medical Sciences (AIIMS)Delhi

Topic: Library Service Quality

Day 2: 23rd March 2022 11.30 am

Resource Person: Dr. Asis Biswas, Librarian, Victoria Institution (College), Calcutta University & Joint Secretary, WBCLA & Joint Editor, College Libraries, (A UGC Care Listed Journal), India
Topic: Scholarly Communication

Day 3. Date: 24th March 2022 10.00 am

Resource Person: Dr. M.G. Sreekumar, President Manlibnet & Director Libraries at Jio Institute, Jio University, Sector -5 Ulwe, Navi Mumbai Topic: Designing Digitally Robust Research Libraries for the 21st Century

Day 3. Date: 24th March 2022 11.30 am

Resource Person: Dr. Nabi Hasan, Librarian & Head, Central Library

Indian Institute of Technology Delhi - 110016, India

Topic: Marketing of Library resources, services and products

Day 4: 25th March 2022 3.00 pm

Dr. Subhash Athavale,

Librarian CHM College, Ulhasnagar, Maharashtra, India & General Secretary MUCTA

Topic: Educational Policies and role of Library professionals

Day 4: 25th March 2022 4.15 pm

Professor Dr. Md. Nasiruddin Mitul, Dean, School of Undergraduate Studies

Head, Dept. of Library and Information Science, Editor, National University Journal National University Bangladesh

Topic: Knowledge Attitude and Practices concerning 4th IR: View from the LIS Professionals

Day 5: 26th March 2022 11.00pm to 2.00pm

Valedictory & Panel Discussion

Inaugural

Global Collaboration for Specialized Libraries and Information Professionals: Successful Leverage for Purpose and Pivoting



The program was inaugurated by Ms Seema Ramprasad, President Elect Board of Directors, SLA, & British Library London, England, UK on 22nd March 2022 at 6.30 pm (IST), the President -Elect SLA spoke on the topic Global Collaboration for Specialized Libraries and Information Professionals: Successful Leverage for Purpose and Pivoting. During her inaugural speech, she stressed

the need for collaborative efforts at the global level for the information science professionals and also highlighted the importance of the related activities which can be done by the professionals on the global platform . She also discussed a variety of Business online databases available to provide the customized needs of the users . She mentioned the role of library associations active at the global level for the professionals of library and information science for the overall development and for the professional growth. The topic was pressed by various registered participants. The special attendee was Mr Jay Bhatt, Drexel University USA & SLa President S&T. The session was followed by a long QA and the discussion in the later stage on various aspects of collaboration, Indian Libraries , developmental stress of LIS professionals on the globe .



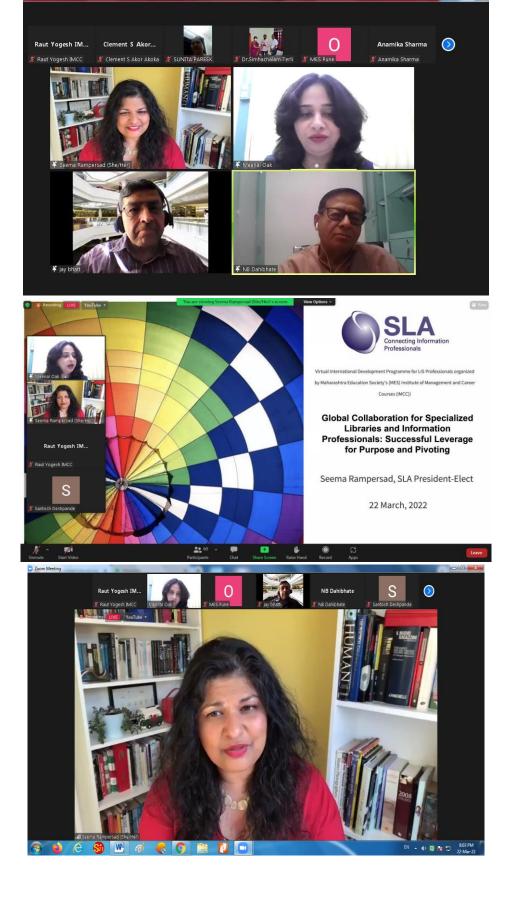
Dr Santosh Deeshapnde, Director, MES IMCC, Pune India welcomed the participants from the various countries on the globe. He praised the efforts taken by Prof. Dr Meenal Oak Coordinator VIDP for organizing the second International Virtual Development Program for the LIS professionals. He mentioned the need to conduct such programs for responding to the current challenges in today's post covid scenario. He also explored how the latest and modern services of the library can be.

The session hosted by the Program Coordinator Prof. Dr. Mrs. Meenal Oak

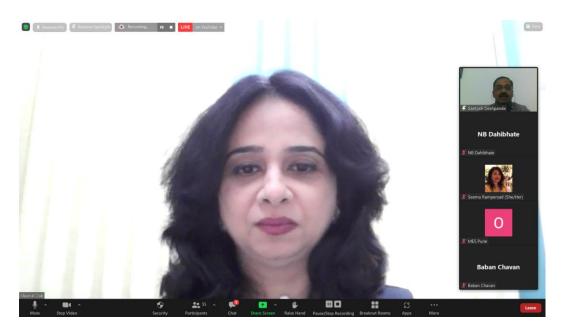






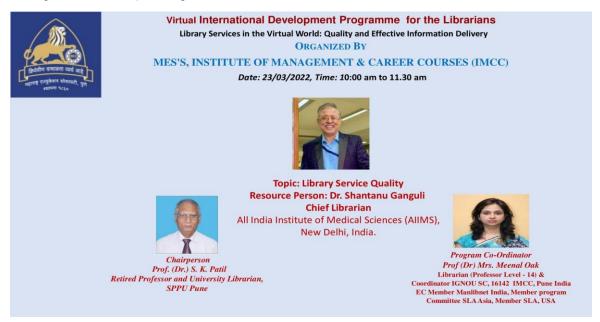






Day 2: 23rd March 2022

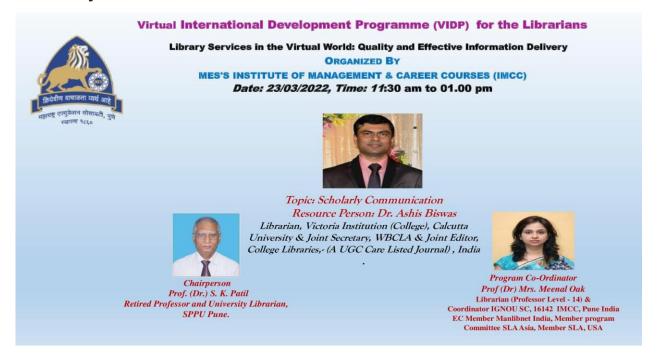
Library service Quality



The second day started with Dr Shantanu Gangulis impactful session on Library Service Quality. During his session he elaborated the topic very systematically with the service quality , user expectations, their perceptions about the library services as well as the technical terms used in the quality models including the zone of tolerance , service superiority and adequacy . Dr Shantanu also discussed a variety of models of service quality utilized in the field of LIS for the participants .

The systematic approach, conceptual clarity of the resource person and the active discussions were the special features of the session.

Scholarly Communication



Dr Ashis Biswas , an editor of the WBCLA , the UGC CARE listed journal conducted an all pervasive session on scholarly communication for the LIS professionals. As the topic is very sensitive and being in demand and aroused the interest of the participants , he discussed plagiarism , communication issues , Impact factor and how to write for the UGC CARE Listed journals . The question answer session was very interactive and the participants from the advisory such as DR S K Patil, Dr Dahibate Prof Dr Mrs Meenal Oak shared their experiences for the benefit of the professionals.

Day 3: 24th March 2022

On the 3rd day of the VIDP, two sessions were conducted by Dr Sreekumar, Director, Jlo University Library Mumbai, India and Dr Nabi Hassan, Librarian IIT New Delhi, India. The session chaired by Dr Debal Kar



The 3rd day started with the session of Dr. M.G. Sreekumar, President Manlibnet & Director, Libraries at Jio Institute, Jio University, Mumbai, India on Designing Digitally Robust Research Libraries for the 21st Century

Dr. Sreekumar conducted an influencing session in 3 parts as the Libraries and Information Centers in the current scenario, strategies for the libraries for the future growth, and recapping the library systems and processes. He further elaborated the concept through the case study work at JIO University library. He highlighted the digital platforms utilized by the JIO university library, the discovery services, IR and archives and the special collection projects.

The interactive session was focused on various aspects for future developments of the libraries based on ICT related techniques and the strategies.

Marketing of Library resources, services and products

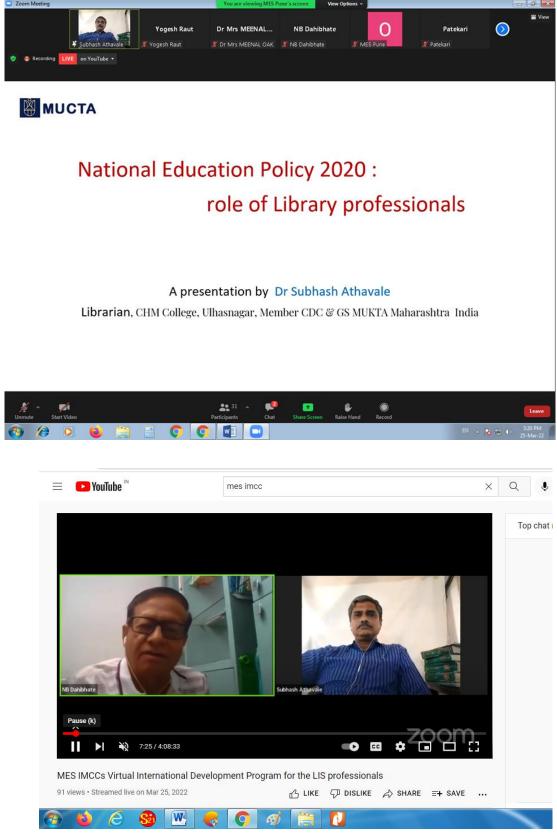


The second session was conducted on the Marketing of Library resources, services and products by Dr NAbi HAssan, Librarian & Head, Central Library Indian Institute of Technology Delhi - 110016, India. Dr Nabi very lucidly explained the techniques of marketing at its applications in the Libraries and Information centers through the concept of MArket segmentation, increasing the PR, and variety of related aspects to digital marketing. He also focused on how to improve the google hits , data visualization tools . He elaborated on the basis of the case study work of IIT New Delhi Library , which was a quick reference for the professionals.

Day 4: 25th March 2022 Timings: 300pm to 7.00pm

On the 4th day of the VIDP, a total of 3 sessions were conducted by Dr Subhash Athvale, Librarian, CHM College, Ulhasnagar, Maharashtra, India General Secretary MUCTA, India; Prof. Dr. Md. Nasiruddin Mitul, Dean, School of Undergraduate Studies, Head, Dept. of Library and Information Science, Editor, National University Journal National University Bangladesh and Mr Jay Bhatt, President-SLA Science and Technology Community & Engineering Librarian-Scholarly Communication, Drexel University Libraries Drexel University, Philadelphia, ,USA. The session chaired by Dr N B Dahibhate

Educational Policies and Role of Library Professionals



The session started with the topic Educational Policies and role of Library professionals conducted by Dr Subhash Athvale Librarian, CHM College, Ulhasnagar, Maharashtra, India General Secretary MUCTA, India. Dr Subhash with his studious approach presented the features of NEP

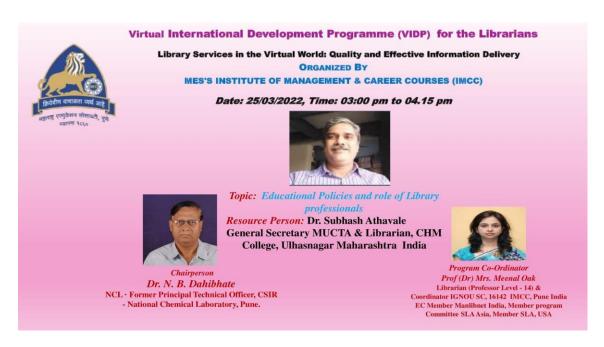
(National Educational Policy, India 2020) and role of LIS professionals related to it by highlighting various sectional areas of the policy document of NEP related to the LIS professionals. Further he also discussed the educational policies of other countries specially Japan and also evaluated the areas of the same. His focused observations and suggestions for the active implementation of NEP by the LIS professionals was significant .

The session was continued by the conduction of the second session in continuous manner by the Prof. Dr. Md. Nasiruddin Mitul, Dean, School of Undergraduate Studies, Head, Dept. of Library and Information Science, Editor, National University Journal National University Bangladesh on Knowledge Attitude and Practices concerning 4th IR: View from the LIS Professionals. Dr Mitul presented an elaborative case study work of the Bangladesh LIS professionals highlighting the awareness level, attitude toward embracing 4th IR, attitude towards practicing innovative library services, mindset issues supplemented with various digital library services required for the focused improvement in the LIS profession. The session continued with the one more beneficial session of Mr Jay Bhatt, President-SLA Science and Technology Community & Engineering Librarian-Scholarly Communication, Drexel University Libraries Drexel University, Philadelphia, ,USA. Mr Jay conducted this session on "The emergence of Open Educational Resources and Open Access Research in interdisciplinary disciplines -Developing their Awareness and implications for their use in teaching and learning" specially for the libraries not subscribing to the paid databases like Scopus, Web of Science and related subject databases. on the request of the organizers of the VIDP 2022. The session was very impactful as it highlights the utilization of open source resources from the user segments. Jay highlighted multiple open source resources on various domains and also their utilization. He focused on OER commons, concept of Preprints and other multimedia resources useful for learning and teaching.

The session was followed by a question answer session for all the 3 presenters of the day. The participants were curious about the NEP and the focused questions on applications of NEP, library profession and NEP were asked. The interaction also took place ont the life changing case study conducted by Dr Mitul NAssiruddin on the Sex workers og Bagladesh through the Impactful Library Services; further a live discussion with Mr Jay on the various aspects of faculty and library collaborative work, utilization strategies as well as impact of open source was done by Prof, Dr Mrs Meenal Oak Coordinator, VIDP in he benefit of

the registered participants

Session concluded by Dr N B Dahibhate chairperson by giving his conclusive remarks focusing on the minute aspects discussed during the entire session.

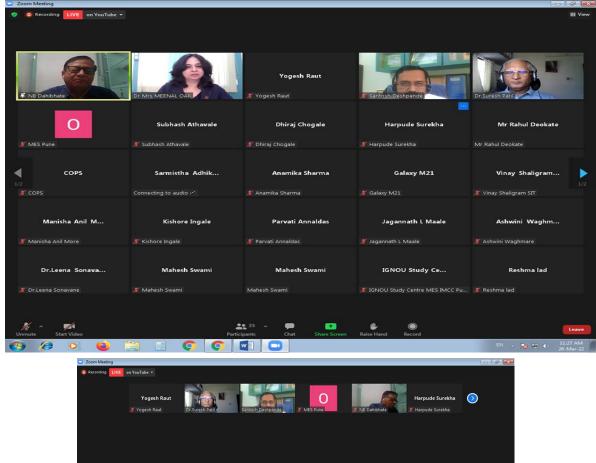


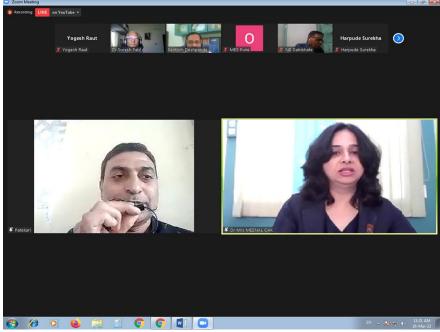


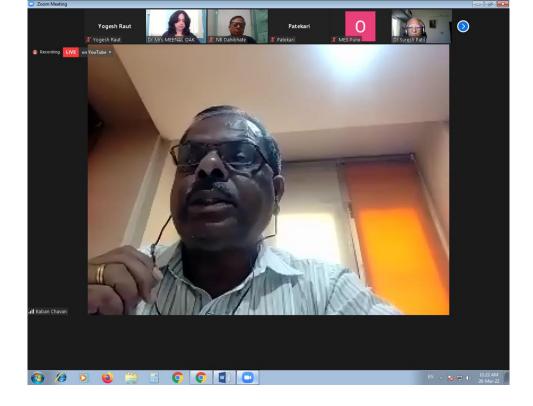


Day- 5 Valedictory & the Panel Discussion

The 5th day started with the Valedictory program at 11.00 am where Prof DR Mrs Meenal Oak the Coordinator VIDP elaborated the entire 4 days report and also thanked the participants for the registrations from the 12 countries on the globe. The overwhelming response boosted the organizers to organize with more focus and effectiveness. The enthusiastic feedback given by the active participants of the program like Dr Banab Chavan, Sangamner, India, Mr Patekari, Research Scholar LIS, VIU Pune India, Mr Dhiraj Chogale, Librarian, Mumbai India regarding the benefits achieved through the program and the support of the organizers and also thank for organizing such a resourceful program in the benefit of the LIS professionals across the globe







The crucks of the VIDP lies in the panel discussion conducted on the 5th day of the program through the Panel Discussion on Libraries and Information Centers: Present & Future which was started at 11.30 am and extended an hour due to the interactive discussions and the observations and conclusions made by the panel members The panel member included were as follows..

- Chairperson

Dr. Parag Kalkar, Dean, Faculty of Commerce and Management Savitribai Phule Pune University Member, Management Council, Academic Council and Senate, SPPU, Pune

- Panel member

Dr. Shailesh Kasande ,CEO & Group Director Suryadatta Institutes Pune

-Panel member

Dr. S.K. Patil Former Librarian & Head Department of Library & Information Science, Pune

Panel member

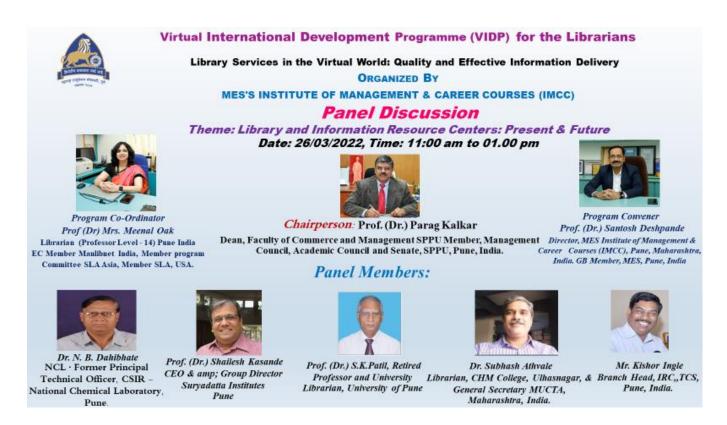
Dr. N.B. Dahibhate, Former Principal Technical Officer, (EII) DIRC, CSIR- National Chemical Laboratory, Pune, India

Panel member

Dr. Subhash Athavale, General Secretary MUCTA & Librarian CHM College, Ulhasnagar, Maharashtra, India

- Panel member

Mr. Kishor Ingle, Branch Head, IRC, TCS, Pune, India



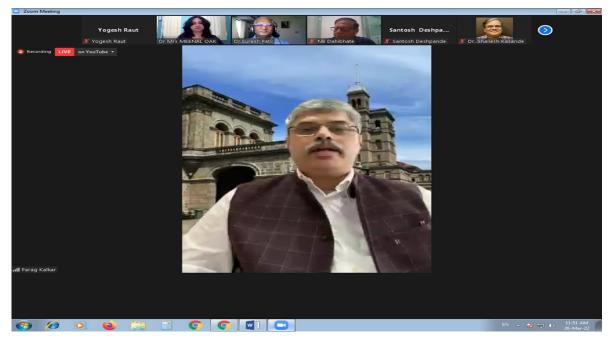
The Program started with the background of the topic and the objective of choosing the theme given by Prof Dr Mrs Meenal Oak Coordinator VIDP. It was followed by the welcome address of the director Dr Santosh Deshpande; he praised the work done by Prof Dr Mrs Meenal Oak during the Pandemic and Post pandemic period by redesigning the library services through the provision of virtual accessibility to the users and effective remote accessibility. Prof Dr Paaga Kalkar Chairperson of the Panel discussion and Dean, Faculty of Commerce and Management Savitribai Phule Pune University Member, Management Council, Academic Council and Senate, SPPU, Pune the gave his valuable opening remarks by mentioning the need for discussion of such topics on the platforms in the benefit and the growth of academic fraternity and laos

indicated his concern about the underutilization of the library information resources; after the introduction of the chairperson and panel members given by Prof. Dr Mrs Meenal Oak. The chairperson, after taking charge of the session , invited the panel members to contribute by expressing their thoughts on the topic. Prof Dr. Shailesh Kasande, the panel memer presented his thoughts through a crisp ppt presentation highlighting the aspects required for increasing the quality of library services, a more proactive contribution from the library professionals through conduction of the case studies work is required. Dr N B Dahibahte through his hands-on expertise on ICT stressed on the application of ICT based services in the libraries to cope up with the challenges. Mr Kishor Ingale highlighted the services applied by the libraries of the corporate world and also indicated the need to apply the same in the academic zone as well. He elaborated the open source databases and the paid database based services and the abstarting services which can be offered by the libraries to arouse the interest of the users in the current scenario. Dr Subhash Athvale pinpointed the scarcity of librarians at various academic institutions across India and the related staff issues faced by the librarians. Further he also underlined the non satisfactory treatment given by the institutional authorities to the librarians in India and indicated the need for proper action for improving the service status. Dr S K Patil in his construction gave practical examples of applications of ICT in the libraries at the Jaykar Library SPPU Pune and also at the Symbiosis International University Library Pune India during his tenure. He mentioned that the write attitude towards the adoption and the eagerness to learn the ICT applications are the key points of progress in today's world for the LIS professionals. A live virtual question and answer session conducted by Prof Dr Msr Meenal Oak Coordinator VIDP where she asked the related questions such as ways to increase the ROI for libraries, Collaborative efforts needed, huge scope for the LIS professionals in guiding the researchers . need to work on the awareness level etc.

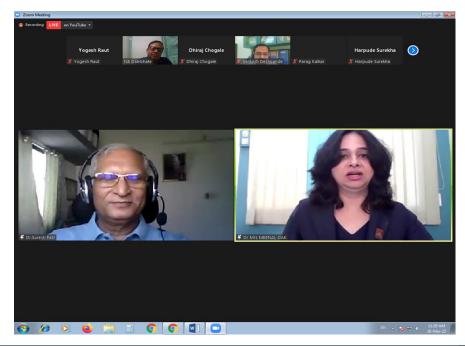
In his precious concludary remarks, Prof Dr Paaga Kalkar Chairperson of the

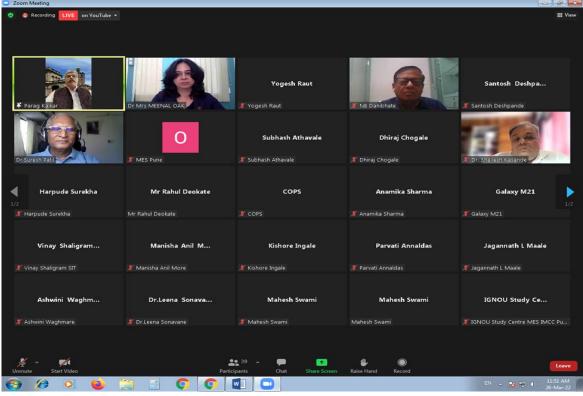
Panel discussion and Dean, Faculty of Commerce and Management Savitribai Phule Pune University Member, Management Council, Academic Council and Senate, SPPU, Pune mentioned that the need to plan a separate credit Course on the Library Resources utilization for the students at the UG and PG level. he also suggested to work on the guidelines to chalk out a whit paper on that including the syllabus for the further ration of the officials.

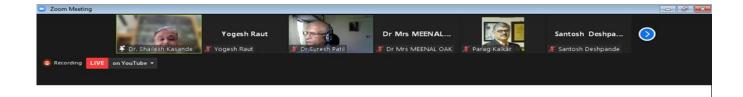
The VIDP is organized by MES IMCC. Pune India got the overwhelming response and thus the suggestions and the recommendations given by the experts will be incorporated in the white paper of the program











Knowledge Economy Perspective

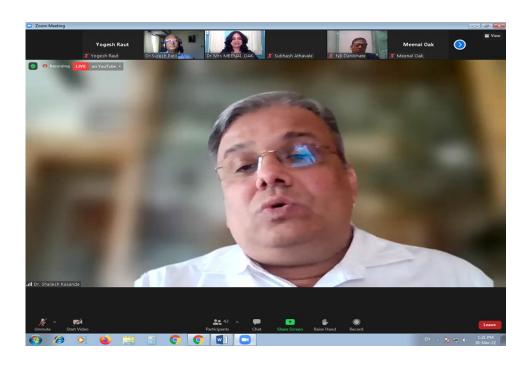


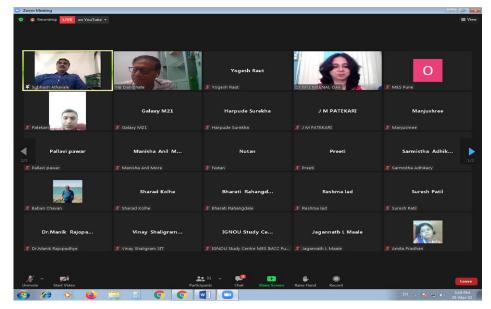


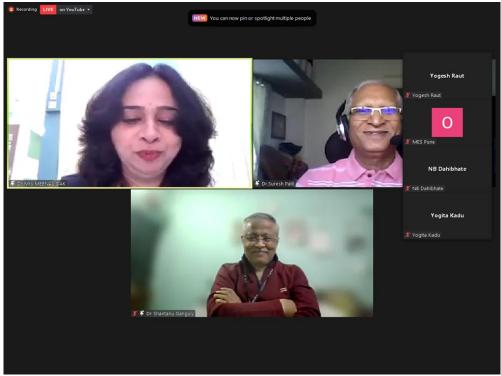
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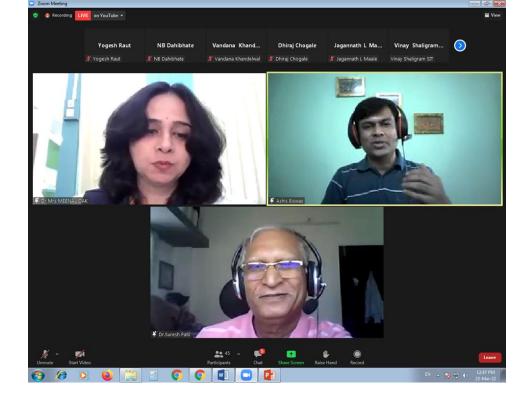
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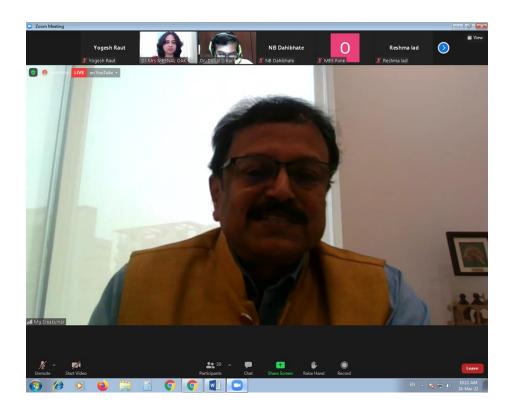


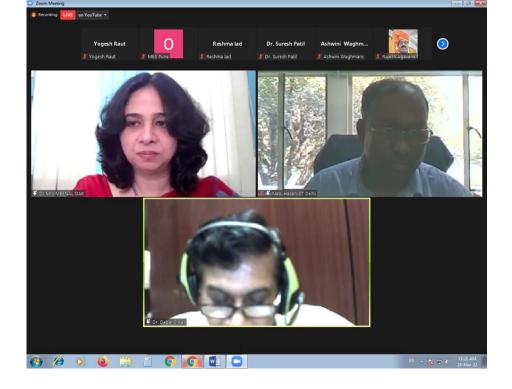






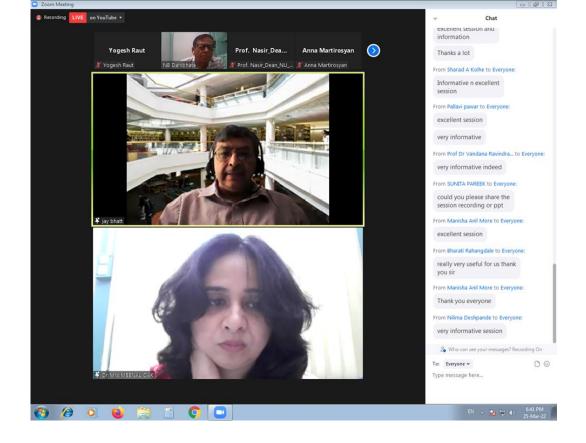


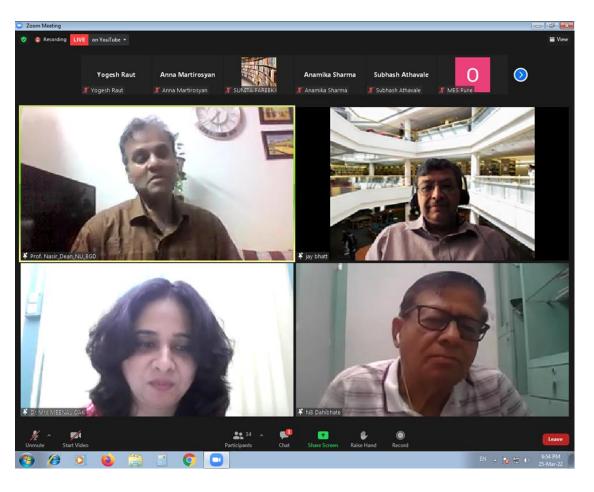


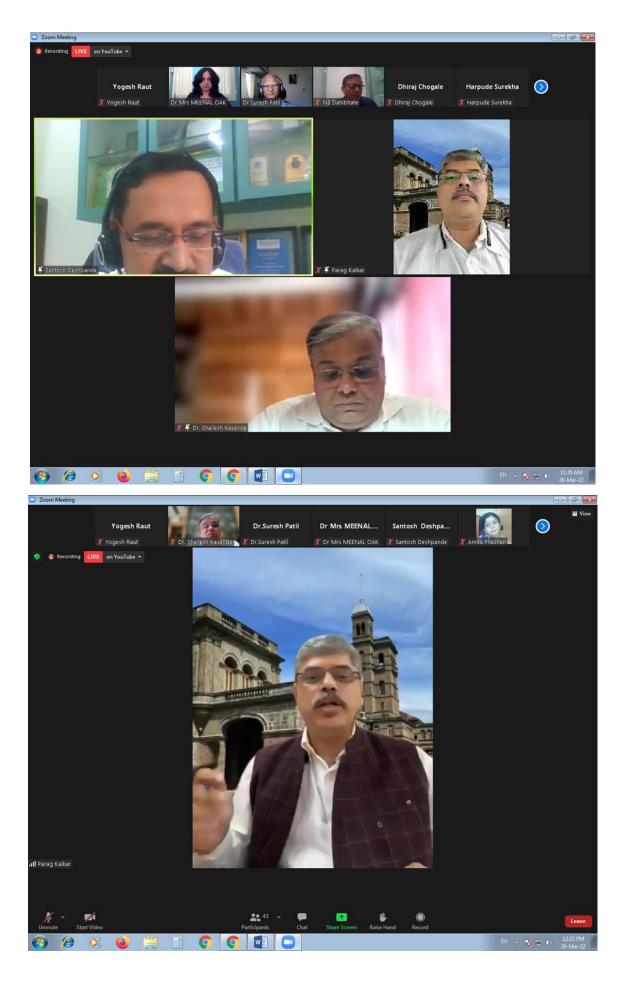


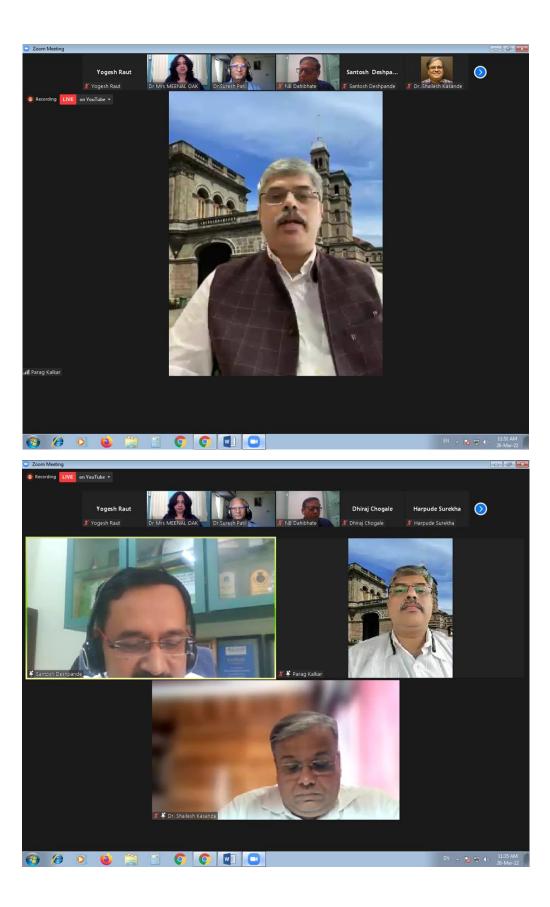


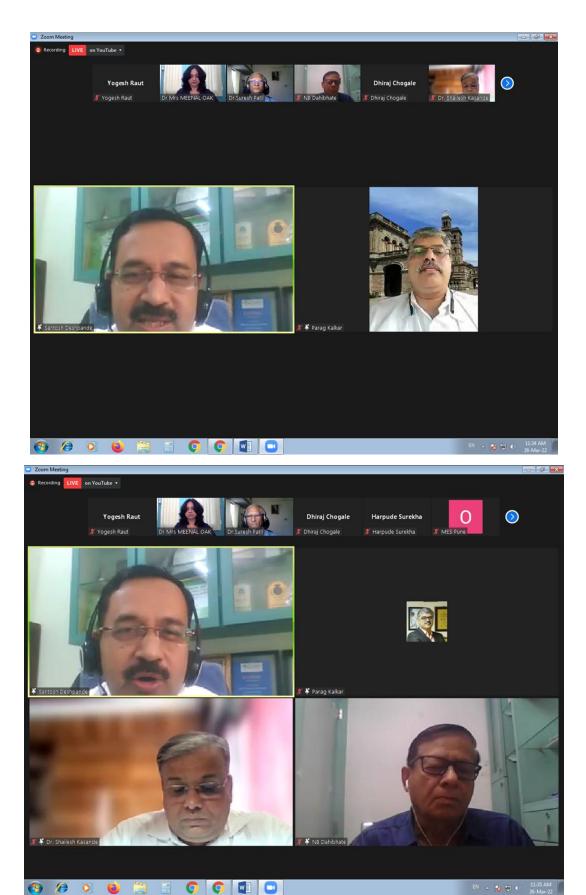


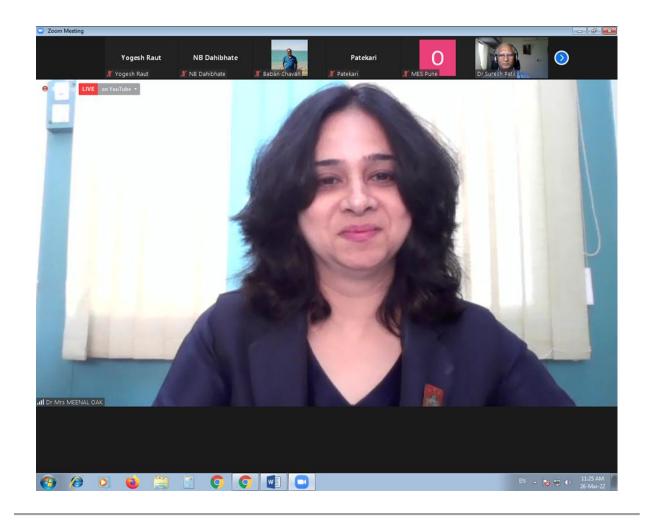












Report Writing & Designing Credits:

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