

Library Services Provision During the Covid-19 Pandemic: A Comparative Study Between Developing Countries

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Abstract

The research explores a comparative study between Bangladesh and Malaysia library services during a Covid-19 pandemic. The study also intends to determine how the library responds, how they provide the services, the working hours, and their role in this pandemic time. A qualitative research approach has been used for data collection by interviewed three respondents to get their opinion to answer the research questions. The interviews were recorded, transcribe, and analyzed thematically. Many libraries are physically closed during a pandemic, but the patrons can still use the services through the online system. Library revamped its website many pages like Facebook, reassigned resources, and planned remote systems; all activities are robust online planning. Most libraries use social media as a tool to communicate and less use physical communication. Library staffs are working from their home, and it is quite challenging. They have to adapt to the situation because this is a new trend in working routines. The libraries see their role is crucial and the services collectively to the community at this uncertain times. This study shows society how they serve the public and cope with the pandemic.

Keywords: Library, Services, Communication, Community, Pandemic

INTRODUCTION

During the pandemic, the Bangladesh and Malaysia government are giving restricted a control movement order. Movement Control Orders (MCO) have been imposed on all citizens; immediately, the government enforces the work from home policy for all sectors to follow without exception. Nevertheless, some get exceptional such as transportation, banks, super shop and hospitals. People are changing their behaviour and lifestyle within the community. Many things have changed the community's lives, such as not eating arbitrarily in restaurants, gathering in large open places, and just staying home is a must. Following the standard operating procedures (SOP) is a must whenever we go out for necessities and need to keep the distance. People must keep to the safe space at least one meter from each other in the street, shop market, public transport, schools, college or university, departmental stores, and most public areas. In public place need to wear mask, wash hand properly, keep the sanitizer, always wash hand and clean. Consequently, most daily habit or activities are changed during the Covid-19 pandemic. To support all of the changes, the government strictly stipulated contact-less orientation to most of Malaysia's and Bangladesh's service-based sectors. Therefore, the libraries also change their time, opening and closing schedule and transform all physical activity to the online platform. The social network is now becoming essential and extensively use because most communications are currently online (Khalil et al., 2022a). All virtual conferences, lectures, several games, writing contests and library meeting with participant audience's first face this type of problem. All of the tasks and services were making employees through virtual screen activities. They are moving to an online meeting, virtual conferences, online

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discussions, live streaming and avoiding the gathering in one place.

Hence, proper equipment, good internet connection and the use of information technology are essential. The libraries involved in the study are very aware of the importance of online services. Similarly to Malaysia, before the pandemic in Bangladesh, libraries are offered traditional services, and they work and perform services physically in a traditional way of giving the services. Patron comes for reading and borrows a book from the circulation services. Most of the Library are now focus on online collections. Library providing services not only e-resources, collections, also focus on information and e-research supporting systems. Therefore, this paper aims to allocate library services to facing the new-norms era in three libraries.

The purpose of this study is to look at the impact on library online services, especially the impact on collections, e-resources, during the pandemic. The purpose is to raise awareness among staff and librarians to be prepared in the face of all possibilities during situations such as pandemics. In addition, the purpose of this study is to review the experiences of librarians and library staff in facing new challenges in providing services during the pandemic. In addition, this study would like to see how library staff works in new norms.

Objectives of the Research

To understand how the libraries cope with the pandemic.

To investigate the uses of digital services in the libraries.

To find out the practices adopted by the libraries to continue their services during pandemic.

Significance of Study

The main objective of the study to identify copes of the library in this pandemic time. How libraries are adopted the most appropriate practices. Perspective of this study digital services how Library are giving their services. Though Library are giving their services conditional direct services and free access online services. Perspective study is how giving services to community. How Library engage community to spend their time using the Library tend to more engage with learning. In online services are giving more frequently to access for use. In this meantime, need to important create awareness for online platform. Students need to use well equipment like myriad of electric resources unavailable.

Here identify the LibQUAL+™. It's also a instrument for determine the users satisfaction on where Library are affected by pandemic situation place, direct service effect, and information are now remote systems. In this research paper try to identify the experience in this pandemic time, how they are giving services and how they satisfy the users by digital services (Fei et al., 2024; Raheja et al., 2017). Most of services are now in online any kinds of services like borrowing books now can e-books service journal, article, new paper, or any research paper can find easily in online website services. Any kind of information also can ask by mail service, what's app or direct call service. Libraries are most appropriate place for practice to give the service to their community.

LITERATURE REVIEW

Libraries are a vital part of society, serving as a source of knowledge and education for individuals and communities. They acquire various types of resources and aim to meet the needs of their patrons through their services. The strength of libraries lies in their collection, resources, and services, and user feedback helps them to continuously update and improve these offerings. In today's society, libraries play an even more important role, especially during the current pandemic, as access to knowledge and education is crucial for a nation's growth (Abubakar, 2021). Libraries hold a wide range of collections and resources, including books, newspapers, periodicals, reports, and electronic resources. The main objective of a college library is to support the parent institution in achieving its goals and missions. Libraries are organizations established to support the community and are funded by the community. They provide information and knowledge through a range of services and resources, and are accessible to all members of the community. The need for an agency that provides access to knowledge in various formats, to support formal and informal education, has been the reason for the foundation and maintenance of most libraries and remains a core purpose for the public library (Ayeni

et al., 2021). In order to meet the needs of their communities, libraries must provide services based on an analysis of the library and information needs of the local community. Services should be developed for specific target groups and should not be subject to any form of ideological, political, religious, or commercial pressure. Services must be able to adjust and develop to reflect changes in society and should take into account traditional cultures as well as new technologies (Ramalingam et al., 2024). Libraries provide a range of services, both within the library and in the community, to satisfy the needs of their users, and should facilitate access to these services for all. In addition to the core functions of acquiring and providing access to resources, libraries also play an important role in supporting education and lifelong learning. Libraries can assist in formal education by providing materials and resources that supplement the curriculum of schools, colleges, and universities. They can also support informal education by providing resources and services that help people acquire new skills and knowledge related to their employment and daily life (Narayanan et al., 2023). In an increasingly complex society, people will need to acquire new skills at various stages of their life, and libraries can play a key role in helping them do so.

Libraries also serve as community hubs and provide a wide range of services and programs that can support the needs of different groups within the community. These can include services such as homework help for children, job search assistance for adults, and programs that promote literacy and lifelong learning (Abubakar, 2021). In this way, libraries can help to promote social inclusion and equity by providing access to resources and services that can support the needs of diverse groups within the community.

Another important aspect of library service is the ability to adapt and evolve to reflect changes in society. Libraries must be able to respond to changes in family structures, employment patterns, demographic changes, cultural diversity, and methods of communication (Abubakar, 2021). This means that libraries must be flexible and able to adapt their services and resources to meet the changing needs of the community. They should also be able to make use of new technologies, such as information and communication technology, in order to provide more effective and efficient services (Jing et al., 2023).

Overall, libraries play a critical role in society by providing access to information, knowledge, and resources that support education and lifelong learning (Haibao & Haque, 2023). They also serve as community hubs that provide a wide range of services and programs that can support the needs of different groups within the community. As society continues to change and evolve, libraries must be able to adapt and evolve in order to continue meeting the needs of their patrons.

The following services, which should be easily accessible to the user in a variety of formats and media, should be provided:

- Loan of books and other media
- Provision of books and other materials for use in the library
- Information services using print and electronic media
- Readers' advisory services including reservation services
- Community information services
- User education including support for literacy programmers
- Programming and events.

Remote access to libraries is made possible through the use of information and communication technology. By leveraging these tools, libraries can enable patrons to access a wide range of electronic resources and services from their homes, schools, or workplaces. To maximize accessibility, libraries should strive to make these resources and services available 24/7 (Ayeni et al., 2021). One way to achieve this is by making the library catalog available on the internet, which not only increases accessibility for the public but also improves the overall quality of service.

Prevent Of Online Service in Pandemic Time -

The Internet provides worldwide advantages. As a consequence, it is much easier to grasp services and make feedback. This enhances communication by lowering the time and effort necessary to transmit messages. During the time of the pandemic, however, there is insufficient dependable internet connectivity, so the situation is not ideal. It is also rather costly to use it in public (Tseke & Chigwada, 2021a). The inaccessibility of wireless internet (Wi-Fi) and mobile broadband (MB) (Ahmed et al., 2022; Janet et al., 2020; Seitbekova et al., 2020). Lack of access to electronic media such as PCs, laptops, and mobile devices with internet access. Occasionally, a lake may result from an inadequate electrical hookup. The power will run off or the lode shadow will emerge at some time. The expense of buying an electric gazette is considerable. Infrequently, libraries may post a timetable for their wave site, although the most majority only give people access on a restricted schedule (often Monday through Friday).

User Feedback Handle from Bangladesh And Malaysia Website Study -

Patrons must possess a library card and may only enter the premises between 9 a.m. and 4 p.m., however they are allowed to remain until midnight. Several libraries have temporarily discontinued in-person services as a consequence of the current pandemic. Our majority of work is performed remotely. The library will do everything possible to assist faculty and students in coping with the pandemic. When it comes to occupational health and safety (Chisita & Chizoma, 2021b), the library management has offered minimal individual assistance to protect everyone's wellness (Osman et al., 2022; Rashid et al., 2023). The library now often uses a variety of remote technologies, such as phone conferences, Zoom video conferencing, and Microsoft's own virtual meetings. The State of Idaho has established a plan for the gradual reopening of libraries when COVID-19 restrictions are lifted in the future. Create a clear initiation strategy and procedure for when this occurs (Thill, 2020). In the case of an emergency, the library requires a contingency plan that outlines who must remain and who may evacuate.

Document Scanning

Library staff are also providing the scan service and send it to by mail. Copy of articles and books that are available in print format. Just need to send request and writing biographic information. For paper cut account need to add money and send to email full name and member number (library website).

Group Study Rooms-

Pandemics no longer have access to the group study rooms since they have been closed due to safety concerns (library website).

Writing Center-

This support option is not limited to remote assistance, however. Tim ne meeting, zooms meeting, Microsoft Teams virtual meeting, and email services are also provided (library website)

Library Chat Service-

There is now a chat room available for students to ask inquiries and get instantaneous responses from Library staff. The library's website also provides access to the collection through a link to the collection. This is a typical schedule for online discussions in Malaysia (Goddard, 2020). Working hours are Monday through Thursday, 9 a.m. to 10 p.m. EST. We are open Monday through Thursday from 9am to 5pm and Fridays from 9am to 5pm. Midnight to 5:00 am on Fridays and Sundays. If there is a pandemic, we will have to suspend this service as well.

Book Loans-

The service desk cannot lend any books at this moment due to the epidemic. Email or the wave-site may be used to submit requests. Case-by-case service delivery is an extra service delivery technique offered by pickup systems. Poetry and novels are no longer available for checkout, since they are judged useless. Now, requests

to borrow books in professions as varied as medical, engineering, and education are being honored. Renewals may also be conducted in person at an office, online, or at a weaving site (Mageto, 2021).

This requires a valid library card. Access to a library account is possible through a variety of external and internal websites. Both staff and visitors use the Weave-library website in several ways. Accessible library loans consist only of electronic articles, journals, copies, research papers, and book chapters. There are no printed items inside the Library (O'Connor, 2021). Libraries have a positive view on the future, as they expect the entrance of innovative services and the creation of novel opportunities to enhance the library-user interface. For libraries to achieve these goals, they must invest in state-of-the-art infrastructure, ICT, and manpower.

New normal circumstance in Bangladesh and Malaysia-

The Bangladeshi and Malaysian government and people are not prepared to enter a new normal era but situation creates a new normal this covid-19 pandemic. This normal situation changes our life style activities and applying health protocols provide virus transmissions (Rana et al., 2023). New normal life also following healthy life hand washing, using mask in the outside of their house, now also preventing from handshake and other activity, not so much gathering and crowd, social distancing following (Tseke & Chigwada, 2021). The Governments also following reopening librarians new era system with health protocol systems. Two libraries are almost following reopen and allow users to visit. Reopening libraries are not going to back normal circumstances they are following SOPs rolls and new methods are following (Craft, 2020). This new normal practicing staff and administration giving service and resources to users. Library are open from morning nine to evening five o'clock in Malaysia and Bangladeshi time before from morning eight to night nine o'clock. Library building also accessed only one door where other doors are closed also people can measure temperature, write the name and contact number.

New Normal and Library Services

Normal means of reopening, such as cleaning, have been used more often and more intensively during this pandemic because of their positive effects on the environment (Alire, 2020). Library surfaces have had their railings, faucets, lights, and doorknobs cleaned and refurbished. An embargo on reading materials and access to other resources Less face-to-face contact between visitors and employees is recommended during this pandemic (Howes et al., 2021). Now, you may have your books returned to a mailbox. Books cannot be returned for three days so that viruses may be removed.

Access the library's e-resources from any device with an internet connection, including a mobile device, desktop computer, or laptop (Chisita & Chizoma, 2021). Downloading electronic books, journals, and other publications is easy for the user. It doesn't matter where you are or what time it is, you can always access the library's online resources.

Even if the books are returned within 48 hours, there is a high probability that they will have spread the infection. Library services will be expanded in line with government mandates, and the librarian will also activate the safe mode. Book disinfectant is recommended by several libraries. If the books are returned, the virus might be removed by using sanitizer. Books should be returned on a regular basis and quarantined for a few days to kill the virus.

Individual Performance

To keep up with the changes, libraries now provide users with the most advanced technology available. Information retrieval is a skill that library users rapidly grasp. Creativity is the implementation and planning of innovative library technology to benefit users. Because of innovation's openness, access to libraries is now quick and simple (Ameen, 2021). New services are placing the emphasis where it belongs when it comes to satisfying the requirements of the society of today and future. A brand-new set of methods will soon facilitate the broad adoption of innovative technology solutions by the local people. The fundamental objective of the library is to make high-quality knowledge easily accessible to its customers (Peet, 2020). However, the library also aspires to be a pioneer in its own sector by making inventive use of digital material and technical resources.

Type of Research-

The qualitative research approach through interview session has been applied in this research. Creswell (2009) state qualitative research is more detailed approach in exploring and understanding the meaning and individual or group evaluate on the social or human problem and this process necessary to involving question and procedures, the Data been collected in the participants settings, the data inductively build from the particular or general themes and researcher will interpretation the meaning of those data. Qualitative research also represents the systematic collection, organization, description, and interpretation of textual, verbal or visual data (Hammarberg, et al., 2016).

Data Analysis and Interpretation-

Based on the interview session with librarian in the library, the data analysis and interpretation will be conducted in this section. The researcher has cleaned up some data from the interview session because some information is irrelevant with the objectives of this study (Wickneswary et al., 2024). The researcher already transcribing the interview session to make sure all the relevant information has received and answer by the informant. The librarian will be identified as Librarian A for Melaka Public Library Corporation, Librarian B for Penang Public Library (Penang Public Library Corporation, 2020) and Librarian C for Dhaka University Library.

Table: Informant based on Library in Malaysia and Bangladesh.

No.	Officer	Organization
1.	Librarian A	Melaka Public Library Corporation
2.	Librarian B	Penang Public Library
3.	Librarian C	Dhaka University Library.

General Scenario

The researcher would like to understand the general situation that has been face by the library in Malaysia and Bangladesh that related with the current phenomenon of Covid19. Malaysia Government has announced the Movement Control Order (MCO) for first and second phase. Thus, the library operation and management also changes time to time. Librarian A mention the general situation of pandemic Covid-19 in Melaka Public Library Corporation. According to Librarian A:

“Government instructed library facilities in Malacca Public Library to remain closed in order to protect the safety of our user and staffs. Hence, the operation will be carried out through online services and work from home only (Annathurai et al., 2023; Oak, 2018). Besides that, the statistics of library visitors and borrowed resources were also affected. During pandemic period, the library will still provide services to users but not via face to face. For example, if the library user want to return the borrowed book, they can return it by using a provided self-check machine (Jam et al., 2018). In addition, we also actively share informative knowledge in our official Facebook page to make sure the user could get the right information related without services.”

Meanwhile, **Librarian B** explains on the overall situation during pandemic Covid19 in Penang Public Library. Librarian B state:

“The Corona virus pandemic is altering individual life. The pandemic is also changing our social and worklife in more complicated ways, especially the way we communicate in light of the development of information technology and communication. Penang Public Library Corporation (PPLC) is committed to continuing our support of the community’s research, learning, and teaching endeavours (Penang Public Library Corporation, 2020). Digital content offerings in libraries are not new, but current circumstances have motivated PPLC to offer programs more robust in content and online activities to maintain continuous learning and interactions in virtual spaces.

Meanwhile, Librarian C also been ask on the overall situation during pandemic Covid19 in Dhaka University Library. Librarian B state:

“Pandemic Covid19 has change overall environment especially management in this university library. We require to adopt the technology to reach with the users or student as well as providing the services to them” (Coronavirus, 2020).

In term of the Phenomenon of Fake News, it affected the community’s perception regarding the virus. There searcher ask the librarian on their opinion regarding this global phenomenon.

According the Librarian A in Melaka Public Library Corporation. Librarian A state:

“We can see many outspread fake news related tovarious issues especially through social mediaplatform. As a reader, we should be wise in identifying whether the news can be trusted or not by referring to reliable sources (Aries, 2020). In Malaysia, there several act that could related to make sure the spread of fake news can be control such as Communication and Multimedia Act 1998, Printing Press and Publication Act 1984, Sedition Act 1948 and Penal Code which coversrelated issues regarding fake news.”

However, Librarian B gives some comments on their perception regarding the phenomenon of Fake News.

According to Librarian B

“We need to “Fact Check like a Pro”! To me we need to directly go to credible news websites to get credible news, check the important element such as date, sources, and credentials of the information. This is important to make sure the information we get is credible to use and spread”.

While, **Librarian C** in Dhaka University Library does not give any comments regarding the phenomenon offake news however Librarian C state the community easily believe on the fake news that has been share in the social media.

Based on Librarian C: “The citizen is the winner in spreading the fake new nowadays. These issues should we solve it quickly.”

Public Library and Pandemic Covid-19

Then, the first objectives of this research is understanding on how the public libraries cope during the pandemic Covid19. The pandemic Covid19 affected not only business organization, the public library also affected with these pandemic Covid19. Based on the interview session with the librarian in Melaka Public Library Corporation. The operation hour has change especially for public library in Malaysia and university library in Bangladesh. Librarian A state:

“Starting from the first Movement Control Order (MCO), Malacca Public Library operation took action in terms of providing certain services to patrons such as allowing the process of returning and borrowing books within 15 minutes time allocation only. Next, patrons who are under 12 years old are strictly not allowed to enter the library. There are 4 stages of Movement Control Oder (MCO) which are Movement Control Order (MCO), Conditional Movement Control Order (CMCO), Enhanced Movement Control Order (EMCO) and Recovery Control Movement Order (RCMO) (WHO, 2020).

The operation hour of in Penang Public Library, the Librarian B state:

“We follow Preventive Measures and Guidelines / SOP for Libraries during COVID-19 Pandemic. Based onthe guideline the staff consider flexible working hours or rotational shifts wherever possible in order toreduce the number of on-site staff.”

Meanwhile, in Dhaka University Library, Librarian C state:

“The library operation for the central library will open shortly for the employee only, not for the user orstudent because now we provide online services to theuser.”

The current scenario could be explored by assessing the pre situation, early situation as well as peak situation that affected the public library in Malaysia as well as university library in Bangladesh. Librarian

A mention the pre- situation, early situation as well as peak situation during pandemic Covid19. Librarian A state that:

“Pre situation of Covid19, precautionary measures have been taken seriously by Malacca Public Library during the COVID-19 situation by following Standard Following Procedure (SOP) implemented by the government. Maintaining social distancing at least 1 meter, scanning body temperature and My Sejahtera application, provide hand sanitizers and distribute number card to each library users are compulsory. In the early situation, we implement fully MCO on March 2019. During peak situation of pandemic Covid19, we restricted follow all the Standard of Procedure (SOP) that have been made by National Security Council and Ministry of Health Malaysia from time to time.”

Librarian B also mention the pre-situation, early situation as well as peak situation during pandemic Covid19. Librarian B mention that:

“In the pre-situation, our library provide services such as digital/virtual mode of library collection and also offer remote access facility for our users. In early situation, digital materials are services that have been developed and enhanced for years, but the recent Covid-19 pandemic has made many users aware of the service for the first time. In the peak of this pandemic, it quite challenging of keeping services active for our users virtually during this pandemic, and librarians have been engaging in new work practices in order to achieve such objectives from their home offices.”

Other than that, Librarian C explain the pre-situation, early situation as well as peak situation during pandemic Covid19 in Dhaka University Library. Librarian C mention that:

“We very concerned with the current situation of pandemic Covid19 in these areas. We need to stay alert especially during peak situation of current pandemic Covid19.”

The public library also has difficulties in managing their staff especially within the staff in the public library.

According to Librarian A:

“The challenges during this pandemic Covid19, the challenges in term of focus. This is because to work from home and work from office are not the same. Besides that, the staff also has less internet connection and equipment at home. So, we has arranged the work scheduling to the staff. There is timetable for the staff that have been made by Human Resource Unit. Rotation schedule for each unit or department. Staffs does not exceed 30% who are working in the office and the rest work from home. Even work from home, they must get ready and prepare to come to the office when receiving instructions from director or head of unit. In term of training, mostly been conducted through online meeting such as Google Meets or Zoom or in Social media like Facebook live. This is the new norm that we should adopt when pandemic Covid19 occur in Malaysia”.

While, in Penang Public Library, the Librarian B state:

“The staff in this library concern about the risk of being exposed to the virus at work especially dealing with service desk. However, they are still in positive condition and try to learn the changes of online service environment. Besides that, the staff also try to adapt to a different workspace and/or work schedule that has been provide by the library management. The training has been organized as usual however in different platform such as online platform. “

In Dhaka University Library, the Librarian C state:

“The staff in Dhaka University Library really worried and alarming with the current situation of Covid19. The staff really concern about the risk of being exposed to the virus at work. Our staff will always stay positive with any changes will occur during this time. The staff schedule also has been arrange by library management to make sure the internal operation will still on going and follow the procedure that has been stated by the government”.

Use of Digital Services

The pandemic Covid19 has changes the current services of the public library around the world. Most library nowadays has utilized the online services in their library operation. In this data analysis, the researcher would like to achieve the objective number 2, which to find out the use of digital services in the library at Malaysia as well as Bangladesh. Librarian A explain on the online services that been provide by Melaka Public Library during pandemic Covid19. Librarian A state:

“During the pandemic, there is no denying that digital is one of the main platforms for us to deliver information and to avoid face to face contact, meetings were conducted virtually by using digital platform as well. Before pandemic, patrons are allowed to visit library frequently to retrieve information that they needed. Hence, there is no difficulties issues arises. However, the presence of pandemic changes the norms which digital services were used as an essential service that library provided. For example, digital reading material were promoted to the library user by accessing u-Pustaka (Ahmed et al., 2022a; Khalil et al., 2022b). There are 52.9 million digital reading materials were provided by u-Pustaka and it is free access. Besides, library staff carried out activities such as storytelling and did book review through video and uploaded in Malacca Public Library Facebook account. Library staff also will update/upload various information in Facebook page as an initiative to support online and digital service. In term of outreach program, we launch Melaka Public Library book, set up mini library at D’Qnut Chalet and also Collaboration to set up reading area for Community Hub (Kasa & Yusuf, 2020). All of these outreach program has been organized during this pandemic Covid19.” While, Librarian B also explain on the online services provide by library in Melaka Public Library to the library user. Librarian B state:

“Percentage of online services is increase more than 100% include involvement in activities as well as bookloans. Now we provide services online such as book and audiobook lending, access to magazines and newspapers, storytelling, and cooking ideas, among other activities. For physical book borrowers, we provide virtual booking services and all loan requests or reservations must do through <http://opac.penanglib.gov.my>. Furthermore, borrower can choose Drive Thru Service or Mr. Read Delivery Service to get ordered materials. PPLC also provide free Wi-Fi for those who have difficulties in accessing internet network during learning and teaching at home period at all 101 service centers in the state.”

Librarian C also explain on the online services provide by Dhaka University Library. Librarian C state:

“In Dhaka University Library, we provide online services to the user. This is because online service will facilitate the user because they can access in anywhere and anytime, they want. We will assist the user if they have any problem regarding our online services. We will communicate with the user through email and direct phones services. Some user contact us to know on how to use or access the digital services.”

New Norm/Practices during Pandemic Covid-19

The new norm has face by library management is required to adopt and make sure the operation in the library is available to the library users (Braun & Clarke, 2006). In achieving the objectives number 3 which to discovering the appropriate practices to cope with the restriction because of pandemic Covid19, the researcher has ask the librarian the appropriate practices that has been adopt by the respective libraries in Malaysia as well as Bangladesh (Wang & Lund, 2020). According to Librarian A:

“The most significant changes on library environment in Melaka Public Library is online environment that need to adapt by the library user and staff. All the services and activities also required in online platform. Nowadays, the user required to know on how to use the technology to reach with the library staff during this pandemic. Obviously, the new practice that we need to follow are following all the Standard of Procedures (SOP) set by National Security Council and Ministry of Health Malaysia. Ensuring normal temperature from library staff and patrons are compulsory, those who has body temperature more than 37.5 Celsius are not allowed to enter the library and it is advisable to go to hospital for further action. Besides, Malacca Public Library has also

implemented sanitation in whole library. The library staffs also were provided with face masks, hand gloves and hand sanitizer.”

Librarian B has been asked by the researcher on the new norm which related with the library management during pandemic Covid19. According to Librarian Bin Penang Public Library:

“In the past, the operation is conventional rather than online platform. However, the library user can still enjoy the online services provide by the staff in the library. The staff also try hard to adapt with the new norm which required to rotation or schedule in work in the library as well as dealing with the library user in this time. The library staff slowly but progressively in adapt with these new norm and practices. The new norm we should follow now is scanning QR, body temperature test for staff and user, synthesize all the necessary”.

Librarian C in Dhaka University Library state:

“Previously, library management is more conventional where the library environment is livelier with various activities and program. Users also come and use the service but now we provide online services to the student. There are no big changes among users, but we can be seen that they comfortable in using technology to obtain library collection especially among student as well as lecture in the university. While, the staff have to enhance their skills on handling technologies. Besides that, the new norm we should follow now is scanning QR, body temperature test for staff and user, synthesize all the necessary”

DISCUSSION ON THE FINDINGS

The discussion on this section based on the data gathering from the data that has been analyzed by the researcher (Wai et al., 2024). The researcher has made some comparison between public library in Malaysia and university library in Bangladesh.

General Situation

Finding revealed that the pandemic Covid19 has affect the overall operation of the library for both libraries. In Malaysia, the government has announced the Movement Control Order (MCO) that required operation of the library to remain closed. However, both library in Malaysia overcome this problem by provide the online services to the user who want to borrow the collection in this library (Fasae et al., 2021; Mehta & Wang, 2020). While, the university library in Bangladesh also started providing online or digital services to the student and lecturer in accessing the library’s collection. This initiative is to make sure the library user could access to the library’s collection through online platform such as electronic book, electronic journal and other online services provides by the library staff. Based on the data analysis, there are similarity between Malaysia and Bangladesh in term of general situation that required for this library to tackle it to make sure library user could see the current collection in the library. The pandemic Covid19 has changes the overall environment of the library management and required to embrace and utilized the digital platform to make sure their services is relevant to serve the users (Alajmi & Albudaiwi, 2021).

While, each of the librarian either Malaysia or Bangladesh also have certain opinion regarding the phenomenon of fake news that has been occur during this time. Based on the opinion from the librarian in Malacca Public Library, the reader should know on how to determine the fake news and trusted information. Malaysia Government also has several acts that could control the spread of fake news among communities virtually (Jam et al., 2013). While, the librarian in Penang Public Library also state that it is necessary to refer to the website that has high credibility in giving the information. While, librarian in Dhaka University Library, Bangladesh state the number of citizen’s is higher and winner in term of spread of fake news to other people. This is serious issues that need solve to make sure the communities could get and receive the right information.

Library and Pandemic Covid-19

Based on the finding show that the operation hour for the library in Malaysia as well as in Bangladesh still on going with different procedure required to follow by the librarian. In the procedure mention that the minimum number of staff required to work in the office while other staff will work in the home to make sure the virus could not spread to others. Other than that, the user cannot come to the library as precaution measure that has

been instructed by the government. The Covid-19 has been affected world more than a year, there are several phases in face the pandemic Covid19 in Malaysia and Bangladesh (Friday et al., 2020). The pre situation phase of Covid19, the library try make precautionary measure to make sure this library will follow the Standard Operating Procedure (SOP) that been announced by Malaysia Government. Both public library in Malaysia provide online services to the library user such as digital material accessibility, digital reading, digital hub and many more online services. The library management also make sure that the staff also maintaining at least one-meter social distancing and daily scanning the temperature of the individual who come to the library. This pandemic Covid-19 also beneficial especially the public library will be required to utilized and use this technology. While, the staff in Dhaka University Library will stay alert and still trying to adapt the current environment in managing the material in the library (Dhaka University Library, 2021).

The finding of this study has discovered the difficulties that occur in managing the staff and users during the pandemic Covid19. Some of the Malaysia library staff is concerned regarding the current situation on pandemic Covid19. However, they still try to positive and try motivating with one another to make sure the staff is in the good condition (Senathirajah et al., 2024). The library management start to introduce the rotation schedule to the staff and the office hour is much more flexible. The purpose of rotation schedule to make sure to have a minimum number of staff in the library. While, the staff in Dhaka University Library, they also concern regarding this virus however they will stay positive and will provide the best services to the student and lecturer even during this pandemic. The staff schedule in Dhaka University Library is similar with Malaysia public library. They also introduce the rotation system to reduce the number of staff in the library.

Online/Website Digital Services

The Online/website digital services is the important and essential component to make sure the library operation still on going. Previously, the operation of the library is much more conventional rather than in online platform. However, these pandemic Covid19 show that the digital technology is the most important elements to stay communicate with the user that related with library's collection. Mostly, the library already adapt the use of technology for every transaction has been made by the user in using the library's services (Pooja & Manju, 2020). Based on table below, the researcher summarized the finding based on this study in term of online services between Malaysia public library as well as university library in Dhaka, Bangladesh.

Figure: Online services provide by Penang Public Library

Figure: Service provide by Melaka Public Library

Figure: Services in Dhaka University Library.

Here are some comparison services provide by publiclibrary in Malaysia and Bangladesh

Theme	Malaysia	Bangladesh
Online Service	<ul style="list-style-type: none"> a) Open and close time 9am-4pm. b) Bulk loan limit 100. c) 3D movie, leisure, x-box, gaming service all are close d) Work service in home challengesgiving online feedback, email,Facebook. e) U-Pustaka, Emerald, e-books, I-learn, e-lepis etc f) Following government online activities. g) Following online promote Facebook,online email, messenger service. 	<ul style="list-style-type: none"> a) No limit lime its maybe 3 hours or full day. b) Not limit. c) Online service calculator apps, books apps only. Direct off. d) Online in-home service no needbecause website giving auto service feedback. e) In wave-site all have millions of booksand journal. f) Others are following them. In word anywhere can access. g) Following online services only
Direct service	<ul style="list-style-type: none"> a) Direct giving service it's easy. b) Children cannot enter the library; upyoung people can inter only 15 minute only. c) Saturday and Sunday was so crowded people come for renew or borrow books, to see weekly Journals. d) Need to measure the temperature and write the name and contact number. e) Social distance need to maintain 	<ul style="list-style-type: none"> a) Anyone can inter but maintain SOPs rolls. b) People are so lees then previous time. c) Need to measure the temperature andwrite the name and contact number. d) Musk, social distance need to follow.

Programs	School visit, public area we cannot go online face to face service are held for meeting.	All programs are off.
Collection	Collection from publisher Limited.	No collection
Staff(Emotional)	One day home and one day office	10 percent staff present only Very alarming.
Training	No	Only digital service.

Table: Comparison services provide by public library in Malaysia and Bangladesh

New Norm/Practices during Pandemic Covid19

The findings revealed that the pandemic Covid19 is the reason on the new norm or practice especially in using the digital platform for the libraries to stay relevant to the user. The Malaysia library start embracing the digital technology to make sure they could cope with the current changes on the library management and operation. The data revealed that the library in both country enquired to adopt the digital and online services to the user (Mehta & Wang, 2020; Wang & Lund, 2020). This is because online environment especially for library management is necessary and important to the user quickly access to the library's collection and material. The clear guidelines on how to use online services provide by the library is important to make sure those services is systematically been used by the user in the library.

Other than using the technology, the new norm and practices should be taken by the staff is following all the Standard of Procedures (SOP) set by National Security Council and Ministry of Health Malaysia (Coronavirus, 2020). The staff is compulsory to scanning QR, body temperature test for staff and user who visiting the library. Same goes to the university library in Dhaka, Bangladesh (Alajmi & Albudaiwi, 2021; Fasaie et al., 2021). The staff also need to check the body temperature to make sure to go to the workplace with the health condition.

Besides that, all the services and activities has changes from conventional to online platform (Ifedi et al., 2024). The library in both countries should provide the appropriate strategy to make sure the operation of the library and activities and services provide by them can be participate by the library user. The library user also need to adapt with the new norm and practices to make sure they could experience the new practices on the services of library in Malaysia.

Recommendation

The effective adoption of the technology in public and university library will accelerate number of knowledge's, services as well as promoting the role of library to the communities. There are some recommendations that has been suggested in improving the services especially skill of library itself, consist of:

- 1) The ICT skill and competencies of librarian needed to be improved by incorporating more ICT related course at the LIS schools and continuous training programmes (Wan et al., 2023).
- 2) Specialized ICT related in-service training should be provided to library staff. LIS professionals in the country should be made oriented with the usefulness of Web 2.0 technologies in their professional as well as personal lives (Arif & Mahmood, 2012).
- 3) Expose the staff with the training that related with the library management system.
- 4) Opening definite ICT related library posts to ensure consistency in automated operations and services (Qutab et al., 2014).

CONCLUSION

As a conclusion, this research is related with the current scenario of the library management between library in Malaysia as well as university library in Dhaka, Bangladesh. This research has been conducted through interview session with the librarian in Malacca (Malacca Public Library Corporation, 2021), Penang located in Malaysia and university library located in Dhaka, Bangladesh. Overall, researcher could remark in this conclusion that those public library and university library try hard to cope with the current pandemic Covid19 with adopting the technology within their services and activities. This pandemic situation giving not only problems but also its teaching us how to face

lockdown situation in technologically. New technology is the ultimate solution to make sure the library operation could operate with the new norm and procedure that required to follow by the staff (Almonawer et al, 2023). We can communicate or group meeting arrange in a second by google meet or zoom or other facility use. Maximum all of public services are now in online or remote systems. Moreover, those solution is the one of the ways and strategies to make sure the operation in the library is relevant and could reach with the user.

Based on the data analysis and findings, there are several elements that has been highlight in this study consist of the general situation, library and pandemic Covid19, use of digital services as well as new norm or practices need to employ by the library management during this time (Rahim et al., 2023). In view of impact on pandemic time in public library and university library, they are facing the challenges to give the services to users (Chowdhury et al., 2023). By the interview find out the staff challenges facing and library time schedule. Librarian are facing new normal era in their website, email, and phone call services (Francis et al., 2023). Library staff are facing new work practices in this pandemic time. Library's need to adapting online services for library because it's easy to give services and easy to find out the resources. Other than those elements that has been highlights, the librarian also mention that pandemics make us better prepared for the possibilities that come within our way (Osman et al., 2024). Other than that, it also shift the risk a new opportunity to improve the quality of library services.

Data Available on Request Due To Privacy/Ethical Restrictions

The data that support the findings of this study are available on request from the corresponding author. The data are not publicly available due to privacy or ethical restrictions.

Ethical Approval: Formal ethical approval has been waived instate this study adhered to the principles of the strict ethical standards. Participation was anonymous, confidential, and voluntary, with informed consent obtained from all participants. There were no biomarkers or tissue samples collected for analysis. Participants had the freedom to withdraw from the study at any point.

Conflict of Interest: Authors declare no conflict of interest.

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