IFLA SET PRESENTS

Putting Emerging LIS Competencies into Education and Practice: Challenges and Opportunities

Day 2
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Education and Training Section
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How Chinese Librarians Embed Their Professions into the Battle against COVID-19

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Light the hope with information service:
01 Background and Review
Main themes of academic researches

02 Methodology
Objects, time length, platforms.

03 Findings and Analysis
Services of public libraries and the features.
Professional competence of librarians shown during the period.

04 Further Strategy
Professional training, academic education, digital service ability...
Chapter 1

Background and Review
Background

The outbreak of COVID-19 is a challenge not only for the medical field, but also for the public service facilities. Chinese public libraries have been closed for nearly two months, but the librarians did more than just open the public access to online resources. Though without tangible working desks, they launched professional information service to people quarantined at home, and soothed people’s panic with knowledge and online service. Chinese librarians have shown their competencies in this silent battle. Where there are books, there are hopes.

Review

- The earliest research on libraries and public health emergencies in China can be traced back to 2003, the SARS epidemic.
- In 2020, COVID-19 accelerated the emergence of relevant research.
- Focuse on the establishment and practical exploration of the library emergency management and emergency service mechanism.

Library Emergency Management

Deficient and imperfect → Measures

Emergency Service Mechanism

Impact and challenges on library services
Main emergency measures of libraries
Existing problems
Future development suggestions
Chapter 2

Methodology
**Methodology**

**Samples**
- 3rd and 4th Public Cultural Demonstration Plots
- 58 cities covering 31 provinces of China
- Reflect overall situation of China

**Platforms**
- Official Websites
- Wechat public platforms

**Time Length**
- From 1.24 to the opening date
- Over 2 months

**Pie Chart**
- Opening Date of 58 municipal libraries
- Feb: 1.72%
- Mar: 6.90%
- Apr: 12.07%
- May: 10.34%
- Jun: 8.62%
- Oct: 58.62%
- unknon: 1.72%
Services

**Reading Promotions**
Including e-books recommendation (with QR code), online activities, offline activities.

**Information Service**
Collect and post information about cronovirus, information literacy and reference service.

**Social service**
Donations, voluntary work and serve special groups.

**Resource construction**
collections about cronovirus, construction of databases or repositories.

**Emergency Management**
Emergency management plan, epidemic prevention, epidemic trainings towards librarians.
Online Reading Promotions

Online exhibitions
1. theme exhibitions.
2. exhibitions about Chinese practices.
3. cooperation with other public cultural facilities.

Online reading groups
1. organized on the digital platforms.
2. lead by celebrities.
3. promote classics during quarantine.

Collections of anti-virus evidences
- passports of the communities,
- literature and literary works,
- letters and pictures.

Joint activities of library field
1. Supportive actions on Tiktok.
2. sharing reading platforms.
3. collections of anti-virus works.
**Offline Reading Promotions**

**Set offline reading stations**
- 1. set in medical shelters.
- 2. set in quarantine hotels.
- 3. set in communities.

**Delivery service**
- 1. cooperate with online bookstores.
- 2. order online and deliver home.
- 3. Free or low price.

**Offline reading promotion activities**
- 1. sending books home.
- 2. widen the use of digital resources.

**Donate books**
- 1. donate books to hospitals.
- 2. donate books to communities.
Other Services

Information Service

Social Service
Other Services

Resource construction

Emergency Management
Features of the services

- Cross-industry cooperation and interactions
- Social participation
- Targeted service for different groups
Chapter 4

Findings and Analysis
Professional Competence of librarians

Information Resource Organization and Management Ability
- Cooperate with libraries or publishers to enrich and share digital resources
- Actively collect special network resources to establish special epidemic database or special anti-epidemic page
- Collect information related to the epidemic from the society and preserve the historical memory of the community

Information Service Ability
- Identify users' demands for online digital resources, online activities and offline contactless distribution, and provide specific reading and promotion services
- Provide the latest epidemic information announcements for epidemic knowledge popularization and publicity education
- Carry out information literacy education to improve users' ability to identify information
- Carry out joint virtual reference consultation for the public and decision support services for governments

Information Technology Ability
- Use information search skills to identify and break rumors
- Establish digital service platforms
- Develop new systems and innovate service modes, such as online lending & express home service platform

Research Ability
- Write research reports and academic papers
- Conduct special research
Chapter 5

Strategies on Further Development
Strategies on Further Development

1. Digital reading promotion.
2. Information literacy education
   (medical information service)
3. Reading therapy
4. Family reading promotion
5. Collection and protection of special documents
6. Professional training on librarians
7. Emergency management mechanism.

Review

1. academic researches.
2. innovative services.
3. Librarian professions.
4. Shortcomings of the professions.
Thank you for listening.
thank you

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