

COVID-19 Pandemic and Online Library Services: Web Analysis of the National Institute Library Webpages

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Abstract

The present study is concerned with Web analysis of library webpages of national institutes in West Bengal, India, in order to know the types of e-resources and online library services provided by those libraries during the COVID-19 pandemic. The study explores the significant initiatives taken by the libraries on online library support services being offered to meet the requirements of the library patrons during the lockdown. The researcher visited the selected library webpages of said institutes for collecting relevant information with the help of Google Search Engines between March 2021 and April 2021. It is clear from the study that any library user can easily access the libraries of IIM, Kolkata; ISI, Kolkata; IIT, Kharagpur; IIST, Shibpur; and NUJS, Kolkata, through their library homepages. The remaining eight institute library webpages are accessed through the institute websites. A major finding is that the IIT library provided maximum information on online library support services on their library webpage, with 24 points (out of 30 points), thus ranking first, followed by ISI with 16 points ranking second, and both IIM and NUJS with 12 points ranking third. The main purpose of this study is to highlight the types of e-resources and online library services provided by libraries of national institutes in West Bengal during the COVID-19 pandemic, based on a Web analysis of the contents available on their library webpages.

Keywords: COVID-19, Online Library Services, Web Analysis, Library Webpages, National Institutes, West Bengal

Introduction

The COVID-19 pandemic has made a dangerous impact on the whole world. Due to this, a number of educational institutions and their libraries offered virtual and online services with the help of modern information and

communication technology. Libraries were directly threatened by the coronavirus, not only in the physical space, but also in the library resources and services provided to their patrons. The whole emphasis of library professionals should have been on online support services to the library users' demands, like research, teaching and learning, borrowing, and digital resource supply. Libraries with a sufficient number of e-resources may have more opportunities to serve their patrons in the lockdown. Libraries may have brought out online library services by organising online resources, online access to e-resources, institutional digital repository, open access content, and various online research tools. All libraries must follow the COVID-19 safety protocol as per the governmental guidelines and operate virtually through their own library webpages. Library webpages should extend updates regularly, in order to provide information related to highlighting the online access points, and any digital and online library services offered, because it is the only way to assist the library patrons during the pandemic.

The present paper highlights the various types of e-resources and online library services provided by libraries of Institutes of National Importance in West Bengal during the COVID-19 pandemic, based on a Web analysis of the contents available on their library webpages. The study explores the significant initiatives taken by the libraries on online library support services being offered to meet the requirements of the library patrons during the lockdown.

Previous Studies

Haines and Grodzinski (1999) have been emphasising Web access to users through webpages of libraries, and to users

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from remote locations, thus enhancing approachability. Duke (2002) discussed remote access in the context of potential users, discovery, and offer from the libraries. Covey (2003) discussed problems such as “academic libraries are not meeting user needs and expectations for easy access to online library resources. Remote users are particularly dissatisfied”, which demands attention in the current COVID-19 scenario as well. There have been many efforts to improve the remote access technologies and implementation in libraries. Wu Di et al. (2009) analysed remote access technology and other aspects, such as intellectual property-related protection measures in library resource utilisation through remote access applications. Sean Stone, Soltis and Schott (2010) made efforts to understand the use of and preference for specific library resources through remote access and found that preceptor participation has been successful with some “minor flaws in the logistics of delivering the service”. Fulkerson (2012) discussed various tools for remote access technologies. In her words, “Identifying, implementing and updating new technologies, understanding copyright and fair use laws, creating metadata for access to digital collections, and meeting user needs” are very significant. Rodriguez, Tonyan and Wilson (2018) emphasised the efficient tools and techniques that are required for troubleshooting remote access. Bhat (2019) has compared remote access facilities provided by various software such as EZproxy and RemoteXs in the context of remote access to e-resources, which has supported core-academic research activities.

Asif and Singh (2020) brought out the opportunity to learn recent technological advancements in order to maximise the usage of library resources and services during worldwide lockdown and pandemic situations prevailing in the country. They also provided an overview on preventive measures and current trends in libraries in playing a proactive role in the present and post-pandemic situation. Bhati and Kumar (2020), in their research paper ‘Role of Library Professionals in a Pandemic Situation like COVID-19’, described the different roles played by librarians during the COVID-19 pandemic. The study identified various digital platforms available around the globe. The study also promoted the use of various social media networks available for librarians. Fernandez (2020) emphasised on the COVID-19 situation in libraries as service organisations for delivering online

services in the context of remote access as e-books and other digital resources, which can be accessed by the users, and “libraries have an opportunity to reinvent work and help their users adapt to these changes”. The changing scenario of libraries is an outcome of the present pandemic COVID-19 situation. The entire way of library services has been altered due to the non-contact kind of facilitation to users. In this context, Babbar and Sukula (2020) highlighted the various perspectives and support systems in academic libraries. How remote access-based services can be fruitful has been deliberated, with the example of the JNU library, along with other significant current challenges and solutions. Mestri (2020) mentioned the challenges and suggested recommendations to the libraries during the post-lockdown period. The author has also suggested revising the library rules based on the recommendations and the level of intensity of the pandemic. The author has suggested different strategies and divided the methods of operation into four different levels based on the number of COVID-19 cases.

Lobo and Dhuri (2021) showed the positive influence of COVID-19 pandemic in molding librarians into tech-savvy library professionals, in enhancing their digital knowledge and in upliftment of their IT skills. They highlighted that 75% of the librarians acquired digital literacy skills by taking part in the webinars on various topics. This paper also throws light on the importance of having knowledge of e-databases and e-resources in satisfying the needs of the users during the COVID-19 pandemic. Tunga (2021) provided an overview on preventive measures and current trends in libraries in playing a proactive role in the present and post-pandemic situation. Integrated pandemic prevention practices can lead the academic library to provide a delightful reopening experience for all its stakeholders. Library staff and all the stakeholders shall have a general understanding of the pandemic. Academic librarians can lead all the safety protocols, policies, getting in touch with the latest updates about the pandemic, and disinfection practices in the library. Vaidya and Ali (2021) assessed the efficiency of university libraries by examining the efforts of librarians in the ongoing 2020 COVID-19 pandemic and how a sample of university libraries further respond to this evolving crisis. In their research study, the participation of Indian librarians of prominent universities is noteworthy for their remarkable contribution. The quantitative and qualitative analysis resulted in increased

understanding of hardships faced by librarians due to the pandemic and highlighted their practices during and after the national lockdown.

Objectives of the Study

The main objectives of this study are:

- To know the number of Institute of National Importance functioning in West Bengal.
- To investigate the various types of digital and online library resources available in these institute library webpages.
- To know the electronic resources available in the institute library webpages.
- To identify the different types of online library services provided by the libraries during the lockdown.
- To prepare the comparative activities on online support services taken by the libraries of Institutes of National Importance in West Bengal.

Research Questions

- Do your library users have sufficient digital literacy on the access and use of digital resources?
- Do you have sufficient digital resources for different subjects for library users?
- Do you offer digital and online services, as it is the only way to help the library users during the lockdown?
- Do you have the appropriate tools and skills to make these digital and online services available on the library webpages of any institute?
- Can the library initiate new online support services through a digital platform?
- What is the role of library professionals in providing online support system during the COVID-19 pandemic?
- How can you prepare your library and library webpages in order to provide online support services during this pandemic?

Materials and Methods

The present study is concerned with Web-based content analysis of library webpages of the national

institutes in West Bengal, India, in order to know the types of e-resources and online library services provided by those libraries during the COVID-19 pandemic. The study explores the significant initiatives taken by the libraries on online library support services being offered to meet the requirements of the library patrons during the lockdown. The researcher visited the selected library webpages of said institutes for collecting relevant information, with the help of Google search engines, during the period March 2021 to April 2021. The 15 national institute library webpages were available during this study period. However, only one institute, i.e., All India Institute of Medical Sciences (AIIMS), Kalyani, did not provide any information about university libraries and the Indian Institute of Information Technology (IIIT), Kalyani, did not display online resources and online library services on the library webpages. Therefore, these two institutes were not selected for the present study. The available library webpages of other national institutes located in West Bengal are selected and considered for the study. Content information related to online support services was collected through searching, browsing, and analysing the selected institute library websites. The investigator has employed the evaluation methodology for studying information related to e-resources and online library services available in library webpages of the national institutes in West Bengal.

Results and Discussion

The All India Institute of Medical Sciences (AIIMS), Kalyani, and the Indian Institute of Information Technology (IIIT), Kalyani, did not display any information about online resources and online library services on their library webpages, so these two institutes were not considered for the present study. Hence, the study considered evaluating the content of the library webpages of 13 national institutes in the state of West Bengal, having functional webpages.

National Institutes in the State of West Bengal

The total number of available national institutes functioning in West Bengal is shown in Table 1.

Table 1: National Institutes in West Bengal

Sr. No.	University Located at Kolkata with Abbreviation	Type	Established	URL
1	All India Institute of Medical Sciences, Kalyani (AIIM)	AI	2019	www.aiimskalyani.edu.in
2	Bose Institute, Kolkata (BI)	ARI	1917	www.jcbose.ac.in
3	Indian Association for the Cultivation of Science, Kolkata (IACS)	DU	1876	www.iacs.res.in
4	Indian Institute of Chemical Biology, Kolkata (IICB)	ARI	1935	www.iicb.res.in
5	Indian Institute of Management, Kolkata (IIM)	AI	1961	www.iimcal.ac.in
6	Indian Institute of Science Education and Research, Kolkata (IISER)	AI	2006	www.iiserkol.ac.in
7	Indian Statistical Institute, Kolkata (ISI)	AI	1959	www.isical.ac.in
8	Indian Institute of Technology, Kharagpur (IIT)	AI	1951	www.iitkgp.ac.in
9	Indian Institute of Engineering Science and Technology, Shibpur, Howrah (IIST)	AI	1856	www.iist.ac.in
10	Indian Institute of Information Technology, Kalyani (IIIT)	AI	2014	www.iiitkalyani.ac.in
11	National Institute of Technology, Durgapur (NIT)	AI	1960	www.nitdgp.ac.in
12	National Institute of Pharmaceutical Education and Research, Kolkata (NIPER)	AI	2007	www.niperkolkata.edu.in
13	Saha Institute of Nuclear Physics, Kolkata (SINP)	ARI	1949	www.saha.ac.in
14	S N Bose National Centre for Basic Sciences, Kolkata (SNCB)	ARI	1986	www.bose.res.in
15	West Bengal National University of Juridical Sciences, Kolkata (NUJS)	NLU	1999	www.nujs.edu

Nine national institutes, i.e., AIIM, IIM, IISER, ISI, IIT, IIST, IIIT, NIT, and NIPER are autonomous institutes (AI). Four national institutes, i.e., BI, IICB, SINP, and SNCB are autonomous research institutes (ARI). Only one institute, IACS, is a deemed university (DU) and NUJS is a national law university (NLU). The oldest national institutes in West Bengal are IIST, Shibpur, established

in 1856, followed by IACS in 1876, BI in 1917, and IICB in 1935.

National Institutes' Libraries in West Bengal

The names of the libraries, along with the website addresses, of the national institutes located in West Bengal are presented in Table 2.

Table 2: National Institute Libraries

Sr. No.	Name of the Institute Libraries, Name of the Institutes & Library Website Addresses	Library Webpage	Content-Structured /Linear Text
1	AIIMS, Kalyani	No	Not applicable
2	Library, BI, Kolkata, www.jcbose.ac.in/library	Yes	Linear
3	Library, IACS, Kolkata, www.iacs.res.in/library.html	Yes	Structured
4	Library & Documentation, IICB, Kolkata, www.iicb.res.in/service/library	Yes	Linear
5	B C Roy Memorial Library, IIM, Kolkata, www.library.iimcal.ac.in	Yes	Structured
6	Library, IISER, Kolkata, www.iiserkol.ac.in/web/en/facilities/library	Yes	Linear
7	Library, Documentation and Information Science Division, ISI, Kolkata, www.ldisd.isical.ac.in	Yes	Structured
8	Central Library, IIT, Kharagpur, www.library.iitkgp.ac.in	Yes	Structured
9	Ramanujan Central Library, IIST, Shibpur, www.library.iist.ac.in:30000/dqpas and www.iist.ac.in/IIST/Library	Yes	Linear
10	Library, IIIT, Kalyani, www.iiitkalyani.ac.in/php/Library.php (Did not display online resources and services on the library webpage)	Yes	Linear

Sr. No.	Name of the Institute Libraries, Name of the Institutes & Library Website Addresses	Library Webpage	Content-Structured /Linear Text
11	Library, NIT, Durgapur, www.nitdgp.ac.in/library	Yes	Linear
12	Library, NIPER, Kolkata, www.niperkolkata.edu.in/library	Yes	Linear
13	Library, SINP, Kolkata, www.saha.ac.in/web/library-home	Yes	Linear
14	Library, SNCB, Kolkata, www.newweb.bose.res.in/facilities/Library	Yes	Linear
15	Library and Information Centre, NUJS, Kolkata, www.nujs.edu/nujs-library.html and http://nujslib-ic.wix.com/lawlibrary	Yes	Structured

It is clear from Table 2 that any library user can easily access the five libraries of IIM, Kolkata; ISI, Kolkata; IIT, Kharagpur; IEST, Shibpur; and NUJS, Kolkata, through their library homepages. The remaining eight institute library webpages are available through their institute websites and their Web content are in a linear pattern. The Web content of IACS, IIM, ISI, IIT, and NUJS libraries is structured. Only one institute, AIIMS, Kalyani, established in 2019, did not have a library webpage. IIT,

Kalyani, has a library webpage, but they did not provide a single online support service during the pandemic.

Digital and Online Library Resources

Table 3 shows the digital and online resources displayed on the library webpages of 13 Institutes of National Importance in West Bengal during the study period.

Table 3: Digital and Online Library Resources

Displayed Digital and Online Library Resources on the Library Webpages of Institutions	B I	I A C S	I I T K H R	I I T S H I	I I T K H R	I I T S H I	I I T S H I	I I T S H I	N I T D G P	N I P E R	S I N P	S N C B	NUJ S	Total (13)
CD/DVD collection	-	Y	-	Y	-	-	Y	-	-	-	Y	-	Y	5
Institutional digital repository (IDR)	Y	Y	Y	-	-	Y	Y	-	-	-	Y	Y	Y	8
Online resources	Y	Y	Y	Y	Y	-	Y	Y	Y	Y	-	Y	Y	11
Link to open access resources	-	-	-	-	-	Y	Y	-	-	-	-	-	-	2
Online newspaper & magazine collection	-	-	-	Y	-	Y	-	-	-	-	-	-	-	2
Online question papers	-	-	-	-	Y	Y	Y	Y	Y	-	-	-	Y	6
Total Score (Max. 6)	2	3	2	3	2	4	5	2	2	1	2	2	4	-

Eleven institute's libraries displayed information on 'Online Resources' in their webpages, followed by eight libraries that displayed information on 'Institutional Digital Repository' (IDR), and six libraries that provided information on 'Online Question Papers'. While the IIT library obtained the maximum score of five, with 83.33% information on digital and online library resources displayed on their library webpages, both ISI and NUJS libraries obtained a score of four, with 66.67% information on digital and online library resources, followed by both IACS and IIM libraries, which obtained a score of three, with 50.00% information on digital and online library

resources displayed on their library webpages. NIPER provided very less (10%) information on digital and online library resources.

E-Resources of National Institute Libraries

Different types of electronic resources (e-resources) are available from library webpages of the national institutes in West Bengal, as shown in Table 4. Here, electronic resources include all types of open access e-resources and subscribed e-resources.

Table 4: E-Resources of National Institute Libraries

<i>Displayed E-Resources on Library Webpages</i>	<i>B I</i>	<i>I A</i>	<i>I C</i>	<i>I C</i>	<i>I M</i>	<i>I S</i>	<i>I I</i>	<i>I T</i>	<i>I E</i>	<i>N T</i>	<i>N I</i>	<i>S I</i>	<i>SN CB</i>	<i>NUJ S</i>	<i>Total (13)</i>
e-Books	Y	Y	-	Y	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	11
e-Databases	Y	Y	-	-	-	Y	Y	Y	-	-	-	Y	-	-	6
e-Journals	Y	Y	Y	Y	Y	Y	Y	Y	-	Y	Y	Y	Y	Y	12
e-Theses	-	-	-	-	-	Y	Y	-	-	-	-	-	-	-	2
Total Score (Max. 4)	3	3	1	2	1	4	4	3	1	2	2	3	2	-	-

It is clear from Table 4 that a majority of information on e-resources is available from 12 national institute library webpages. Eleven institute library webpages provided information on e-books and six provided information on e-databases.

Both ISI and IIT library webpages provided 100% information on electronic resources, followed by BI, IACS, IEST, and SNCB that provided 75% information,

and IIM, NIPER, SINP, and NUJS that provided 50% information. IISER and NIT provided very less (25%) information on electronic resources.

Online Library Services

Table 5 provides information about the availability of online library services on the library webpages of Institutes of National Importance in the state of West Bengal.

Table 5: Online Library Services

<i>Displayed Online Library Services on Library Webpages of Institutions</i>	<i>B I</i>	<i>I A</i>	<i>I C</i>	<i>I C</i>	<i>I M</i>	<i>I S</i>	<i>I I</i>	<i>I T</i>	<i>I E</i>	<i>N T</i>	<i>N I</i>	<i>S I</i>	<i>SN CB</i>	<i>NUJ S</i>	<i>Total (13)</i>
Ask librarian (online)	Y	-	-	Y	-	Y	-	-	-	-	-	-	-	Y	4
Audio-visual lounge	-	-	-	-	-	-	Y	-	-	-	-	-	-	-	1
Digital education & Open education	-	-	-	-	-	-	Y	-	-	-	-	-	-	Y	2
Document delivery service	-	-	-	-	-	-	Y	-	-	-	-	-	-	-	1
Faculty profile & publications	-	-	-	-	-	Y	Y	-	-	Y	-	-	-	-	3
Library virtual tour	-	-	-	-	-	Y	Y	-	-	-	-	-	-	-	2
New arrivals	-	-	-	Y	-	-	Y	-	-	-	Y	-	-	-	3
Online book renewal	-	-	-	Y	-	-	-	-	-	-	-	-	-	-	1
Online FAQ	Y	-	-	-	-	-	-	-	-	-	-	Y	-	-	2
Online library guide/User manual/Library orientation	-	-	-	-	Y	-	Y	-	-	-	-	-	-	-	2
Online library services	-	-	-	Y	-	-	Y	-	-	-	-	-	-	-	2
Web OPAC	-	Y	Y	Y	-	-	-	Y	-	Y	Y	Y	Y	Y	8
Online registration/Login	-	-	-	-	-	-	Y	Y	-	Y	-	Y	-	-	4
Remote access to e-resources	Y	-	-	Y	-	Y	Y	Y	Y	Y	-	-	-	Y	6
Single window search	-	-	-	Y	-	Y	Y	-	-	Y	-	-	-	-	4
Total Score (Max. 15)	3	1	1	7	1	5	11	3	1	4	3	2	4	-	-

It is observed from Table 5 that 'Web OPAC' information is available on 8 national institute library webpages. Six library webpages provided information on 'Remote access to e-resources' and four libraries provided information on 'Ask librarian (online)', 'Online registration/login', and 'Single window search service'. The IIT library has secured the highest score of 11 (73.33%), followed by the IIM library, with a score of seven (46.6%) and ISI library, five (33.33%). NIPER and NUJS library webpages

obtained a score of four; they provided very less (26.67%) information on online library services.

Online Research Support Services

Table 6 describes the online research support services displayed on the library webpages of Institutes of National Importance in West Bengal during the study period.

Table 6: Online Research Support Services

Website Content on Library Services	B I	I A C S	I I C B	I I M	I I S E R	I S I	I T	I I T	N I T	N I P	S I N P	S N C B	NU J S	Total (13)
Reference tools	-	-	-	-	-	Y	-	-	-	-	Y	-	-	2
Language tools	-	-	-	-	-	Y	Y	Y	Y	-	-	-	Y	5
Plagiarism check tool	-	-	-	-	-	-	Y	Y	-	-	-	-	Y	3
Online theses & Dissertations services	-	-	-	-	-	Y	Y	-	-	-	-	-	-	2
UGC regulations	-	-	-	-	-	-	Y	-	-	-	-	-	-	1
Total Score (Max. 5)	-	-	-	-	-	3	4	2	1	-	1	-	2	-

Five libraries displayed information on 'Language Tools' in their webpages, followed by three that displayed information on 'Plagiarism Check Tool', and only two that provided information on 'Reference Tools' and 'Online Theses and Dissertation Services'. While the IIT library has obtained the maximum score of four, with 80% information on online research support services displayed on their library webpage, ISI libraries obtained a score of three, with 60% information, followed by both IEST and NUJS libraries, which obtained a score of two, with 40% information displayed on their library webpages. NIPER provided very less (10%) information on digital and online

library resources. Out of the 13 institute libraries, seven, like BI, IACS, IICB, IIM, IISER, NIPER, and SNCB have not provided any information regarding online research support services on their library webpages.

Comparative Checklist on Online Support Services

Table 7 shows the comparative checklist on online support services displayed on library webpages during COVID-19 pandemic lockdown, showing overall scores and ranking of the Institutes of National Importance in West Bengal.

Table 7: Comparative Checklist of Library Webpages of Institutes

Library Webpages of	Digital & Online Library Resources (out of 6)	Electronic Resources (out of 4)	Online Library Services (out of 15)	Online Research Support Services (out of 5)	Total Score (out of 30)	Rank
BI	2	3	3	-	8	5
IACS	3	3	1	-	7	6
IICB	2	1	1	-	4	8
IIM	3	2	7	-	12	3
IISER	2	1	1	-	4	8

<i>Library Webpages of</i>	<i>Digital & Online Library Resources (out of 6)</i>	<i>Electronic Resources (out of 4)</i>	<i>Online Library Services (out of 15)</i>	<i>Online Research Support Services (out of 5)</i>	<i>Total Score (out of 30)</i>	<i>Rank</i>
ISI	4	4	5	3	16	2
IIT	5	4	11	4	24	1
IEST	2	3	3	2	10	4
NIT	2	1	1	1	5	7
NIPER	1	2	4	-	7	6
SINP	2	2	3	1	8	5
SNBS	2	3	2	-	7	6
NUJS	4	2	4	2	12	3
Total	34	31	46	13	124	

It is seen from Table 7 that the IIT library has the highest number of points (24), providing maximum information on their library webpages during the pandemic, followed by ISI, which secured second place, with 16 points, and both IIM and NUJS in third place, with 12 points. Among the webpage contents of the institute libraries, 'Online Library Services' is provided by a majority of the libraries, followed by information on 'Digital and Online Library Resources', 'Electronic Resources', and 'Online Research Support Services'.

Major Findings

- Any library user can easily access the five libraries of IIM, Kolkata; ISI, Kolkata; IIT, Kharagpur; IEST, Shibpur, and NUJS, Kolkata, through the library homepages. The remaining eight institute library webpages are available through their institute websites and their Web content are in a linear pattern.
- One AIIMS, Kalyani, in West Bengal, which was established in 2019, did not have a library webpage during the study period, and the IIIT library, Kalyani, did not provide a single online library support service during the pandemic.
- While IIT libraries have obtained a maximum score of five, with 83.33% information on digital and online library resources displayed in their library webpages, both ISI and NUJS libraries obtained a score of four, with 66.67% information on digital and online library resources.
- Both ISI and IIT library webpages provided 100% information on electronic resources, followed by BI,

IACS, IEST, and SNCB library webpages, which provided 75% information, and IIM, NIPER, SINP, and NUJS library, which provided 50% information on electronic resources.

- The IIT library has secured the very high score of 11 (73.33%), followed by the IIM library, which has secured a score of seven (46.67%), and the ISI library, with a score of five (33.33%), on information about online library services.
- While the IIT library obtained the maximum score of four, with 80% information on online research support services displayed in their library webpages, ISI libraries obtained a score of three, with 60% information on online research support services, followed by both IEST and NUJS libraries, which obtained a score of two, with 40% information on online research support services displayed in their library webpages.
- The IIT library provided maximum information on online library support services in their library webpages, with 24 points, ranking first, which is the highest points among the 13 institutes in West Bengal, followed by ISI with 16 points, ranking second, and both IIM and NUJS with 12 points, in third place.

Conclusion

The COVID-19 pandemic made a dangerous impact on the whole world. Due to this disease a majority of the educational institutions and their libraries offered virtual and online services with the help of modern information and communication technology. Libraries were directly

threatened by the coronavirus, not only in physical space, but also in terms of the library resources and services provided to the patrons. All libraries had to follow the COVID-19 safety protocol as per governmental guidelines, and operate virtually through their own library webpages. Library webpages should provide updates regularly, in order to provide information related to highlighting the online access points, and any digital and online library services being offered, because it is the only way to assist the library patrons during the pandemic. The present paper highlights the various types of e-resources and online library services provided by libraries of the Institutes of National Importance in West Bengal during the COVID-19 pandemic, based on the Web analysis of the contents available on their library webpages. The study explores the significant initiatives taken by the libraries on online library support services offered to meet the requirements of the library patrons during the lockdown.

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