Access services' shifts in Azerbaijani academic libraries during COVID-19: the case of ADA University Library

Mammadov, Elchin Chingizoglu
Library and Information Services, ADA University, Baku, Azerbaijan
emammadov@ada.edu.az

Abstract:

The COVID-19 pandemic made a unsuspected long-term strike to the academic library environment in Azerbaijan as well as elsewhere in the early spring of 2020. In particular, the consumption of physical resources (collections, facilities, etc.) was experienced via campus closures, budget cuts, strict quarantine requirements, enforced social distancing, etc.

This article examines the respond of Azerbaijani academic libraries to the COVID-19 pandemic in the case of ADA University Library. The similarities and contrast of actions brought to the fore in against to global experience. The role of online information resources access, exchange, ILL and Electronic Document Delivery during pandemic is specifically investigated.

The author describes the prompt transitions of ADA University Library in early spring 2020 due to the shutdown of university campus. Multititle solutions were implemented including online circulation and reference services, preparation of online tutorials, strengthening institutional repository with open access resources and organization of usage, full utilization of electronic ILL and Document Delivery services. Moreover, services like consultation, technical, experience sharing support to partner universities and institutions were organized.

The author also outlines the role of long-term strategic view of ADA university leadership, that before Pandemic the library passed through successful digital transformations being ready for uncertainties.

Keywords: Azerbaijan; Academic Library; Coronavirus; Information Access; Resource Sharing;

Introduction

On March 11, 2020 corporate, business and academic entities closed around the world. Almost after a century the pandemic history repeated in a very new way, wearing masks, social distancing, lockdowns, unemployment and so many issues the humanity experienced in

early XX century but adding the concept of "digital". The novel Coronavirus (COVID-19) was characterized as a pandemic by the World Health Organization (World Health Organization, 2020). This situation made extremely new circumstances, challenges and surely opportunities.

As quoted by 35th President of US John F. Kennedy *"When written in Chinese, the word 'crisis' is composed of two characters – one represents danger, and one represents opportunity*." (Remarks of senator John F. Kennedy, n.d.) One of the most affected entities was the higher education industry, the academic and scientific backbones of society.

The 'danger' character experienced with closure of in person education, freezing of university physical campuses and migration to "zero-one" world due to pandemic restrictions. Moreover, it very much mangled the social life and activities of academic communities. The 'opportunity' character brought to the fore the new mechanism, competencies of learning, education and research. This meant digital transformations, acquiring new software and services in order to continue uninterrupted education procedures.

Libraries, as the academic and intellectual temple of universities, passed these arduous journeys of transitions. Global libraries got into challenge to help users retrieve, analyze, filter and evaluate accurate information within the whole overwhelmed datasets.

This article describes the rapid shifts that ADA University, especially its library access and reference team, had to make to the services the community had come to depend on for their exams, preparation of course assignments, research, primarily for the period between late March and early December 2020.

Literature review

In early Spring 2020, many academic libraries faced unpredictable community needs due to closure of university campuses until partial reopening in Summer of the same year. Following that modified opening in Fall 2020, and full opening in May 2021 (Louderback, 2021). This case required rapid change management, coherent strategies and solutions to foster the prompt transition towards digital transformation and resources, uninterrupted services and access during COVID-19 timeline and after, to meet patrons' needs in "new normal" (Louderback, 2021). Physical limitations to university campuses made the libraries change the access circumstances, the libraries had to react, adapt, and improvise policies to maintain the provision of services to students, faculty, and other patron groups (Tolppanen, 2021). According to (Çimen, et al., 2020) 33 (39.3%) out of 84 university libraries in Turkey moved to online services and physical access totally stop. Results of survey in US showed that the 83.5% of respondents indicated that their physical library building was closed to patrons during the initial stages of the virus (Tolppanen, 2021). In Pakistan 72% library physical spaces were closed or moved to online services (Nooruddin & Ahmed, 2021).

As a primary strategic action due to the Pandemic was the uninterrupted **'Availability of purchased, licensed and open access e-resources'** provided to patrons (Guo, et al., 2021; Pokorná et al., 2020) averred the forced closure during the lockdown enhanced the need for digital resources and demonstrated them to be a worthwhile investment even on limited library budgets. This meant not only e-books, but also events, exhibitions, tutorials, streaming, including investment in new digital content, as well as in various languages (Çimen, et al., 2020; Hendal, 2020; Tammaro, 2020). Moreover, different types of open access resources, including electronic journals, electronic prints, institutional knowledge

bases, electronic courseware, massive open online course (MOOC) resources, patent information, scientific research reports and statistics, dissertations (Guo, et al., 2021). In the case of print course reserves and special materials the library administration tried to obtain e-alternatives. However, this step did not always result positively, as traditional textbooks proved difficult for the library to acquire. Many textbook companies do not offer institutional licensing for their materials (Tudesco, & Relevo, 2020). These cases rise the demand for print to e-copy and Controlled Digital Lending services accordingly with legal circumstances. (Queen's University Library, 2020; Ma, 2020; Tudesco, & Relevo, 2020).

In order to bring the library to their patrons librarians used various virtual communication channels for **'Virtual reference services'** and **'Virtual research support'** services**.** The best adopted Live-Online/Synchronous and Online/Asynchronous tools like Zoom, Teams, LibGuides, LibChat, WeChat; library website, email; social media platforms - Facebook, Telegram; mobile app. like WhatsApp. Some universities made video tutorials on how to go about the procedures operating within the library. (Ayre, & Craner, 2020; Kasa, & Yusuf, 2020 ; Louderback, 2021; Ma, 2020 ; Nooruddin & Ahmed, 2021; Guo, et al., 2021; Temiz, & Salelkar, 2020).

Besides the existence of information resources and user communication strategies, it is necessary to stress two dimensions of information and services access. **'Remote access to e-resources'** as a central bond of digital library ecosystem. During the pandemic the most demanded solutions were the EZproxy, virtual private network (VPN) login, remote-access channels opened by some Databases, Shibboleth-Based Access. (Guo, et al., 2021; OCLC, n.d.). The added value of these technologies within the modern library ecosystem is the simple and secure remote access, avoiding geographic and time barriers (OCLC, n.d.). In addition, some libraries also provided remote access to local TV programmes via VPN by requesting license permission from the local broadcasting agencies (Decker, 2021; Ma, 2020).

Other than that, it was ensured that users had the critical access they needed and the circulation of critical technology equipment (Decker, 2021; Ma, 2020), **'Access to library physical resources'.** Due to pandemic restrictions, between Spring and Summer 2020, in-person access to university campuses dramatically decreased. The best scenarios described as follow:
Waiving Fees and Fines. During a very sensitive timelines of lock down the circulation policy of physical information resources and facilities did not require students to return materials per the original due date, the library staff members extended due dates on behalf of patrons in a bulk renewal. Moreover, postponed the fees and fines for overdue items. According to the statistics, in China 91% of the libraries issued a statement that borrowed books are not counted as overdue during the closing period, which relieved patrons' concerns about borrowed books being overdue (Guo, et al., 2021; Tammaro, 2020). Most Swedish university library services offer automatic "Book renewal" for example, Lund University Library, University of Gothenburg Library. While University of Gävle Library encourages "renew your loans" via your library account or by emailing them (Temiz, & Salelkar, 2020).
Zero-Contact delivery. In order to minimize the infection degree, the academic libraries organized the zero-contact services to patrons. The essence of this service is a four step procedure 1. online reservation 2. finding of resources from a library collections 3. settling the pick-up center and 4. pick-up by patron. Another option is to deliver the resources to patrons' settlement addresses. (Drexel University Library, 2020; Guo, et al., 2021; Temiz & Salelkar, 2020).

Resource Sharing: Interlibrary Loan (ILL) and Document Delivery (DD) services

The concept of Interlibrary Loan and Document Delivery services something similar to moto of Three Musketeers "tous pour un, un pour tous" (all for one and one for all) masterpiece by A. Dumas.

According to survey by Association of European Research Libraries (LIBER, 2020), during the pandemic most libraires answered to the question that there were no significant changes in Interlibrary Loan (ILL) services, others reported vice versa, indicating an increase or decrease. For example, some US university libraries, Louisiana State University, Northeastern Illinois University experienced dramatic increase in the number of ILL requests by libraries and patrons, but in contrast Valparaiso University Library decreased its ILL activities (Connell, Wallis, & Comeaux, 2021)

The cause of the previous is that is libraries have different policies and procedures, loan periods, and fee and communication conditions to realize the ILL/DD services. However, the central bonding chain of these conditions was the utilization of digital and network technologies in library resource sharing in the period of lockdown. Timely Connolly (1999) substantiates the popularity and growth of Web Based ILL substituting the traditional mechanisms due to dramatic shifts in digital and network technology. IFLA RSDD (Resource Sharing and Document Delivery) section launched RSCVD (Resource sharing COVID) platform for support to global libraries (IFLA, 2020, April 21; Hogan et al., 2020) during COVID-19. OCLC introduced its WMS (WorldShare Management Services) Interlibrary Tool in North America and Global market (OCLC, n.d.). Following that many Health Sciences Libraries in North America use to implement DOCLINE (Creazzo et al., 2020), most of the libraries in Turkey benefited "KITS Imege" (Çimen et al., 2020) and "Nidle" as Italy's leading ILL/DD services, which made the successful document delivery service available among their libraries (Tammaro, 2020).
Another important question which arose in Spring 2020 is the legal circumstances of sharing digital content. At a governmental level, in Germany the copyright limitations for sharing ILL material digitally with end-users were temporarily lifted (LIBER, 2020). Yale University Library provided chapter and article scans for eReserve for the Fall 2020 semester, considering copyright based on fair use and the TEACH Act, only portions of works were made available via this method (Tudesco, & Relevo, 2020).

In Spring 2020, the earliest stages of pandemic, the case of the University of Alabama Libraries examined by Decker (2021) showed that many users questioned whether how to return ILL overdue books, as the ILL unit was no longer able to provide physical materials. Moreover, the library was unable to provide scans of highly demanded materials, especially course reserves, which did not have an electronic equivalent. This was not a challenge in the past. A similar issue occurs with requested e-resources via an interlibrary loan as fewer libraries are fulfilling the requests (Mehta, & Wang, 2020). Similar opinions also prove the decision to suspend courier deliveries of Interlibrary loan materials, and suspend borrowing articles and loan requests (Louderback, 2021).

However, the library processed only those items that would be retrievable and shared electronically (Louderback, 2021) the ILL requests for e-resources out of owned collections were received within the licensing agreements (Decker, 2021). In an example of Valparaiso University Library interlibrary loan demand, only article requests (for both borrowing/document delivery and lending) were considered; loans were excluded (Connell, Wallis, & Comeaux, 2021).

After Summer and until Fall 2020, from partial reopening to modified open, ease of pandemic restrictions made the library staff had limited authorized access to university campuses. This important shift facilitated circulation of 'frozen' physical collections. In mid-summer 2020 Yale University Library resumed scan and document delivery services (Tudesco, & Relevo, 2020). The Document Delivery platform, gave rise to the Grab N' Go service when the University of Alabama Libraries reopened under a closed stacks model in the summer of 2020. However, as staff slowly returned to their institutions across the nation, print ILL became increasingly available through Fall semester 2020 (Decker, 2021).

After May 2021, as part of "new normal" in-person services (borrowing, face-to-face training, etc.) become limited, the distant access and use of online resources will grow, and the sharing electronic resources will gain importance, especially by using secure document sharing software (Çimen, et al., 2020). These circumstances surely will foster ILL and DD operations to be redesigned in a "new way".

Digital Learning, Transformation and Challenges in Azerbaijani Universities
According to official information by Operational Headquarters under the Cabinet of Ministers of the Republic of Azerbaijan, started from 12:00 am March 14th 2020, the government implemented social isolation procedures in Azerbaijan due to the COVID-19 Pandemic (Cabinet of Ministers of the Republic of Azerbaijan, 2020).

The higher education system of Azerbaijan also had a challenging transition, saddened closure of university campuses and move to digital learning environment in a short time period. Some universities could promptly adopt various learning management systems. Some of the best exemplary experiences were those of "ADA University", which developed implementation of "Blackboard Collaborate" and "Azerbaijan Technical University", which integrated the software by the "KOICA" company (Ministry of Education of the Republic of Azerbaijan, 2020). In the instance of private universities "Azerbaijan University" integrated "Moodle" (Azerbaijan University, 2021). It is obvious that the rapid transformations couldn't solve every aspect and procedures of education system at all. Below are shown the primary institutional challenges:
- Governmental SMS regulation, its negative affect on flow of operations and services;
- Budget limitations;
- Behavioral aspects of digital learning and teaching;
- Blending of professional and personal procedures in terms of time and space;
- IT infrastructure, Internet access shortages, especially regional wide:

Azerbaijani university and academic libraries, as an integral part of host institutions (academies, universities), also tried to overcome the change management constraints, conceptual shifts in strategies and realize significant digital transformations facilitating uninterrupted access to library resources and services.

Operations and Services in Azerbaijani Academic and University Libraries

Hybrid Models and Soviet/Russian, Azerbaijan Standards
- **O&S Mechanisms:** Hybrid operations and services through the print base acquisition and documentation, card cataloging and access services; paper base ILL and Document Delivery services and cooperation.
- **MD & Cataloging:** Metadata and Cataloging operations process in accordance with local "Bibliographic Record. Bibliographic Description. General requirements and rules.

[Biblioqrafik yazı. Biblioqrafik təsvir. Ümumi tələblər və tərtib qaydaları.]" AZS754-2013 (Republic of Azerbaijan) and "GOST [ГОСТ] 7.1-2003; R [Р] 7.0.5-2008" (Russian Federation) standards.
  - **Access and Circulation:** Close Shelf model of physical resource circulation; Card and Online e-catalogs; LIS Circulation module

Digital and Hybrid Model, Western (US, Europe) Standards
  - **O&S Mechanisms:** Operations and Services fully digitized and online, implemented cloud technologies; E-ILL and E-DD (WMS ILL module)
  - **MD & Cataloging:** "Anglo-American Cataloging Rules 2 ed.", "Resource Description and Access" standards.
  - **Access and Circulation:** Open Shelf model; Library "Discovery" tools (WMS Discovery, Destiny One Search tools); LIS Circulation module and Self-Chek Machines

Integrated Library Systems in Azerbaijani Academic and University Libraries

In July 2019, ADA University Library migrated all operations and services to *WorldShare Management Services LIS (WMS, OCLC, US),* especially benefiting from Discovery and ILL modules of system during pandemic. Other universities such as Azerbaijan National Academy of Sciences, Central Scientific Library; Azerbaijan Technical University; Azerbaijan Medical University provided operations and services on *IRBIS 64 LIS (GPNTB, Russian Federation);* University of Economics (UNEC) implemented *ALISA LIS (Ultra Company, Republic of Azerbaijan);* Western Caspian University, National Aviation Academy successfully utilized *Destiny LIS (Follett School Solutions, US).* Azerbaijan University of Languages made integration development on KOHA.

Despite the achievements in integration of latest library technologies, there were the limitations on academic library services and operations in Azerbaijan.
  - Dramatic decrease in usage of physical resources;
  - Off-campus access limitations to e-resources (i.e. to databases, digital libraries and repositories etc.); lack of library VPN, Proxy implementations;
  - Speed of Internet affecting the download of documents, sometimes maintenance and down of server;
  - Library "Indirect" licensed electronic information services to patrons due to legal and off-campus access limitations;
  - Copyright limitations for access, sharing and transforming the medium of resource, some subscriptions provided the materials published in past two-three years ;
  - Lack of demanded electronic sources, subscriptions;
  - Physical Interlibrary Loan and Document Delivery services had to be suspended at shutdown period;
  - The older librarians experiencing lack of digital competencies:

Overview of ADA University

ADA University, located in the capital city of Baku, Republic of Azerbaijan, was established under the decree dated January 13th, 2014, by the President of the Republic of Azerbaijan Ilham H. Aliyev. The University is a state higher education institution engaged in the delivery of undergraduate and graduate degree programs in addition to the advancement of research. Currently there are four schools: School of Public and International Affairs; School of Business; School of Education; School of IT and Engineering. The FTE is about 3000 students from 46 countries.

The University is the legal heir of the Azerbaijan Diplomatic Academy (ADA) and Information Technologies University. They were merged in January 2014 to establish ADA University.

Founded on March 6, 2006, the Azerbaijan Diplomatic Academy began offering an Advanced Foreign Service Program to diplomats of the Ministry of Foreign Affairs and civil servants in the government, as of January 2007. The Academy launched its first master degree in September 2009, followed by bachelor degrees in September 2011. The founding and current rector is Dr. Hafiz M. Pashayev, who was the ambassador of the Republic of Azerbaijan to the Unites Stated of America from 1992 until the establishment of the academy (ADA University, 2021).

Explore the ADA University Library (ADA Library)

The ADA Library provides services on a main and currently online campus, considered as one of the largest English language library collection within the region. The collections consist of 46,000 physical collections (print, DVD, CD, AV etc.), 200,000 eBooks, 11 databases' access to eJournals, case studies etc., marking the only possession of its kind in Azerbaijan. There are two main reading halls, six seminar rooms with smart learning technologies and 44 PC terminals with uninterrupted access to the Internet and self-service equipment.

After the devaluation of local currency AZN (Manat) in 2016, the purchase and acquisition of external information resources (electronic and physical) became very costly. Funding steadily decreased. ADA Library implemented its Just in Time (JIT) acquisition management strategy based on ADA University community demand. The most used models under JIT are the Patron Driven Acquistion (PDA) or Demand Driven Acquistion (DDA); EILL (Electronic Interlibrary Loan) and EDD (Electronic Document Delivery).

Moreover, most of the items are in mono copy according to its Collection Development Policy. This case creates some risks for the physical sharing of resources, especially with heavy circulated materials. The primary evaluation criteria are availability, cost, shipping and copyright of resources.

ADA Library is the member of Azerbaijan Library Information Consortia (AzLIC), Azerbaijan Library Association (AzLA), Anatolian University Libraries Consortium (ANKOS), International Federation of Library Associations and Federations (IFLA).

The 'Enemy' at the Door

Due to government decision against COVID-19 in early March, the ADA University campus closed its doors to all faculty, staff, and students. The university completely stopped all campus operations and services, all buildings and facilities were closed, and administration made the rapid decision to move to online education. The library had to deal with change management planning, as well as transform itself into a digital environment.

ADA Library: Actions, Solutions and Changes during the Pandemic

Access to Physical Resources

All on-campus services of physical (print, AV etc.) information resources and building facilities were dramatically decreased, even completely stopped, during lockdown time. The Circulation Services Unit froze all in-person interactions with library users.

The library staff members living close to campus came to the library for a limited time with the allowance of SMS permission. Overdue email notifications were suspended/removed, renewal limits were raised in the LIS configuration to allow for additional renewals, and billing structures were set to prevent items from going into a billed status. All fines incurred were temporarily waived.

All check outs and ins proceeded at the Welcome Center (at the main entrance) via request to circulationdesk@ada.edu.az email for Circulation Services and Book Drop mechanism. All returned items were placed in a special area to be sanitized after their return.

There were twenty days campus access during Summer and the entire Fall Semester 2020; from the year 2021 the restrictions were gradually eased until the end of the year **See Table 1.** Overall, the strict quarantine (SMS permission) experienced 173 days between 14 March 2020 and September 29 September 2021.

Table 1. ADA Library: Open hours during the pandemic 03.03.2020 - 31.12.2021

Time span	Quarantine conditions	Working hours	Working mode
03.03.2020 31.05.2020	strict quarantine (sms permission)	campus closure	fully online
01.06.2020 20.06.2020	mitigated quarantine A (no sms)	11am - 4pm	both on-site and online
21.06.2020 05.08.2020	strict quarantine (sms permission)	campus closure	fully online
06.08.2020 13.12.2020	mitigated quarantine A2 (no sms)	11am - 5pm	both on-site and online
12.12.2020 18.01.2021	strict quarantine (sms permission)	campus closure	fully online
19.01.2021 31.06.2021	mitigated quarantine A2 (no sms)	11am - 5pm	both on-site and online
01.07.2021 28.09.2021	mitigated quarantine B (no sms)	10am - 5pm	both on-site and online
29.09.2021 17.10.2021	mitigated quarantine C (no sms)	9am - 6pm	both on-site and online
18.10.2021 ongoing	mitigated quarantine C2 (no sms)	9am - 8pm	both on-site and online

According to **Table 1**, the most decreased circulation of physical collections was between March and July, 2020. See Table 2. Overall, the total 'check outs' and 'check ins' decreased 85% in comparison with 2019 circulation activities. In contrast the 'renewals' increased 87%.

Table 2. ADA Library: Timeline of the most decreased access and circulation

Year	Month	Items	Items Checked	Items Renewed

		Checked Out	*In*	
2020	March	79	78	547
	April	0	1	313
	May	4	2	286
	June	22	87	1036
	July	0	22	0

Availability of E-Resources and Remote Access

ADA Library subscribed and provided access to different types of content providers:
Bibliometric data: Web of Science
Raw data: Eikon Datastream
Reports and Documents: Statista, CIAO
Academic Articles: Jstore, Taylor & Francis, Heinonline
Academic eBooks: ProQuest Ebook Central
News and Reference: Chronicle of Higher Education

Migration to digital learning positively stimulated the usage of library e-resources. Table 3. shows the increase of usage of academic subscriptions during COVID-19.

Remote access to e-resources: implementation of 'OCLC EZproxy' added competitive advantage and secure options for distant access to library e-resources. Also, the library management system integrated with 'Banner Ellucian' in order to be part of the entire university digital platform.

Table 3. ADA Library: increase in some database subscriptions' usage

Total Item Requests	Y: 2019 Total Item Requests	Y: 2020 Total Item Requests	Increase %
Jstor	43,323	45,017	4
Proquest One Business	19,381	28,320	42
Proquest Ebook Central	22,899	34,073	48
Taylor & Francis	9,600	11,360	18

Moreover, the 'ADA Library Digital Repository' is a new and growing institutional publications' repository of ADA University (http://dspace.ada.edu.az/xmlui/). The repository is a database of original scholarly publications and research produced at ADA University. Holdings consist of full-text master theses, projects, university publications and out of print materials. Other than that, ADA Library partnered with ZBW / Leibniz Information Centre for Economics – Open Access "EconBiz" database, Dubai Chamber of Commerce "Information and Research" portal resource providers and CSR projects.

Virtual Reference and Research Support

In a strict Pandemic period virtual services unit provided the online services via 'Teams' as follows:
- Virtual Reference and Virtual Research Support. Page Break
  - Access to library e-resources, such as databases, e-books, etc.
  - Library Collections, ADA Library Digital Repository
  - Bibliographical management tools, such as EndNote, RefWorks

- o   Online tutorial for library resources and services
- Information Literacy Sessions for foundation students
- Library Introductory Sessions
- Library Orientation Sessions for new students

Due to rapid shifts in the digital learning environment, the workload of Virtual Reference and Research Support Services decreased about 70% when compared to the year 2019.

Resource Sharing and Exchange during the Pandemic

Document Delivery Services

The obtaining of e-articles from databases and scanning of print materials was one of the most demanded services due to lockdowns. The ADA Library fulfilled the legal requirements via refer to Legislation of the Republic of Azerbaijan, primarily to the *Article 18. "Reprographic reproduction of works by libraries, archives and educational institutions"* and *Article 19. "Use of a Works for informational, scientific, educational and other purposes".* (President of the Republic of Azerbaijan, 1996, June 5). Other than that, Acquisition librarian carefully reviewed the contracts and agreements for subscriptions. The primary communication channels: email (askalibrarian@ada.edu.az), phone and ILL module.

Table 4. introduces fulfillment percentage of document delivery services by material type and table 5. splitting the resources according user category.

Table 4. ADA Library: percentage of fulfillment Document Delivery services

#	Requested	Delivered	Refused	Request Fulfillment %
Article digital only	235	225	**10**	**95**
Book/eBook Chapter scan and obtain	104	86	**18**	**82** **51% scan** **49% obtain**

Table 5. ADA Library: fulfillment degree of document delivery services by user category

	Faculty	Students	Staff	Alumni	Guest User (individual)
Article	76 (33.7%)	74 (32.8%)	4 (1.7%)	3 (1.3%)	68 (30.2%)
Book/eBook	70 (81.3%)	11 (12.7%)	3 (3.4%)	0 (0%)	2 (2.3%)

Interlibrary Loan Services: ADA Community

ADA Library migrated from Innovative Interfaces Millennium LIS to OCLC WMS (World Share Management) LIS in July, 2019. This was on time transformation which gave a significant opportunity to access global library collections via the newly implemented ILL module. The demand was not heavy but helped with specific resources. The ADA WMS ILL services were provided to ADA Community only.

Below the institutions and projects cooperated via ILL:
Bentley University Library (USA)
Sent
Molyneux, M., Razavi, S., United Nations Research Institute for Social Development, &
Oxford University Press. (2002). Gender justice, development, and rights (Ser. Oxford
studies in democratization). Oxford University Press

Library of Congress
University of Virginia Law Library
IFLA DDRS Resource Sharing during COVID-19 (RSCVD) project - https://rscvd.org/
Received
A. Sajo and S. Avineri (eds), The Law of Religious Identity: Models for Post-Communism
(The Hague: Kluwer Law International, 1999)

Interlibrary Loan Services: Partners
During Pandemic ADA Library provided services to ADA University partners as follows:
Universities and Academies: UNEC (University of Economics, Republic of Azerbaijan);
National Aviation Academy, Azerbaijan State Academy of Physical Education and Sport,
Western Caspian University.
Corporate Sector: R&D departments of banks, holdings etc.: Pasha Bank, Kapital Bank,
Azergold, PwC
The primary communication channels: email (askalibrarian@ada.edu.az)

Table 6. Library ILL and DD services to partners by subject area:

Subject Area	# of Items Delivered
Business & Economics	31
Political Science	25
History	16
Library & Information Science	11
Education	7
Law	4
Information Technologies	3
Fine Arts	3
Toursim & Hospitality	2
Total	**102**

ADA Library: Operational Challenges in Information Access and Resource Sharing

- The author (researcher, student) requests embargo for their work.
  ETD case: the student intended to publish the material for further academic plans.
  In another case the author explains the confidentiality of some financial, strategic
  data of research object. This case was experienced mostly with MBA students.
  Community Scholarly Paper: The publisher, vendor license owners limit the
  accessibility and share mechanism of scholarly papers preserved in institutional

repositories. While providing the resource the author requesting whether full embargo or internal institutional access.

- Rival among suppliers

    The commercial rival among suppliers of information resources decentralize, mismatch the retrieved results, affects the combability of standards within information systems and databases.

- The disbalance of content within the local collections

    The most local universities own the content mostly in Azerbaijani, Russian languages. Moreover, a relatively huge part of resources outdated. This case was the cause of a disbalance in resource sharing with local partners. ADA Library experienced an exceed of outward items in contrast received ones.

- ILL and Document Delivery barriers: Case Study.

    ADA Library experienced the 'copyright limitation' case with the library of partner university Moscow State Institute of International Relations, Russian Federation. In accordance with copyright statements of RF (Kenneth & Crews, 2017) and response from library director to request (M.V. Reshetnikova, personal communication, January 18-21, 2021), brought to the fore that the ILL/DD services particularly available within the local academic and university libraries, the institution may digitize articles from collections and periodicals, small fragments of books like content of article for their students. Only public libraries may scan, reproduce e-copies of books, available only library reading halls.

Discussions

The literature review indicates that the COVID-19 pandemic was like a 'prism'; it refracted almost all types of academic library operations and services toward the digital. At first glance, the library's physical collections and facilities went to quarantine together with human beings. Access and circulation of the library's physical items became a limited, time consuming procedure, and in bad scenarios, it instilled fears of infection threat.

The digital shifts surrogated the information society into virtual cast. The lockdown period stimulated the global library e-collections to unite into a big global online information platform, in order to be visible and accessible as much as possible. The growing demand for e-resources accelerated the information and document exchange among academic libraries. Many countries mitigated copyright requirements for reproducing and sharing of e-information resources. The Internet and uninterrupted online access to various subscriptions has become a vital part of academic entities in order to support teaching, learning and research.

Realization of timely strategic decisions of university leaderships facilitated prompt digital transformations of academic entities, as well as their libraries, as an integral part of whole educational processes. In addition, the strong teamwork of university administrations and library management speeded up the improvisation and adoption of new COVID-19 policies and procedures for the library. This important process identified the efficiency and effectiveness of library operations and services during Pandemic.

The results implicitly reveal the behavioral changes of stakeholders, too. The successful change management and execution of right digital strategy in academic libraries is beyond the adoption of technologies. The 'engine' of procedures was the proper interconnection of library staff with university faculty and students as well as cooperation with local and global library environments. The Reference Librarians experienced a decrease in their consultation

numbers, but virtual communication has become a more realistic issue in the attitude of library patrons. Biases about "harmful pc and tablet screens", "I can't read from electronic devices", "technology will steal the value of human proficiency", etc. and such classic thinking modes faded. However, these circumstances vary depending on the economic, technological and social situations of any country.

In the case of Azerbaijani universities and academic libraries, they surely experienced similarities as well as differences in challenges, opportunities and solutions in comparison with global practice. Millions of academic library scientific, academic and cultural physical collections lived their stagnancy period. Due to slow digital transformations and language/policy aspects within the academic environment, very few educational entities had an opportunity to integrate licensed learning management systems, to subscribe to global academic subscriptions and to gain access to these digital resources. Accordingly, the faculty of these universities/academies used latest publications for the bibliography of course syllabi.

The academic libraries of fully or semi English-language medium, in addition to digitally-equipped universities in Azerbaijan had smooth transitions during the pandemic. Firstly, there is the proficiency of university faculty members who prefer globally recognized publishers, online databases as an educational information resource base in their classes. This is the primary factor in the creation of a patron driven model of library, both physical and electronic collection development, resulting in the dynamic use and circulation of collections. This holds as well for the making of opportunities for international exchange and sharing of materials. The mere acquisition or sharing of various resources from different suppliers is not quite enough. Another important issue is the implementation of the latest software, standards and protocols in data/resource management, access and sharing.

In the example of challenges, the current and future view of demand for necessary digital competencies and skills in educational system and academic library environment was clearly realistically shown. It will be needed to transform challenges into opportunities.

Conclusion

Experience has shown that the Library and Information Services department at ADA University had significant access services shifts in moving to the digital and that it played an important role in the academic online information provision to the ADA community during COVID-19 Pandemic. Additionally, there was the cooperation and support of ADA University local and global partners, academic libraries, and corporate research and development departments in resource sharing. However, the number of delivered/lending output exceeded the input from partner academic libraries, as the almost 80% of global academic subscriptions, some specific books/eBooks in English and remote access opportunities exist primarily in the ADA University Library within the country. The only exclusions are the EBSCO Host and Web of Science. Due to this situation, many students and researchers of partner universities approached the ADA Library for individual membership to access. The guest users could not get direct access to all e-resources due to copyright/license procedures. ADA reference librarian had a heavy workload during exams and midterms serving ADA students, thus document delivery to guest students/researchers took some time and consequently in many cases resulted in delays to their research.

These are some examples which may affect the future equilibrium of academic information provision and resource sharing among academic libraries in Azerbaijan. The last couple years, as well as primarily latest COVID19 circumstances have witnessed several universities

and academies change their approaches to academic libraries development. Reorganization and modernization of libraries is becoming part of the university strategy. Azerbaijan Technical University, Azerbaijan Pedagogical University, Azerbaijan State Academy of Physical Education and Sport and UNEC had significant support from the government of the Republic of Azerbaijan, from CSR projects from "ABB" International Bank of Azerbaijan, "Xalq Bank" and from "BP", all making significant opportunities for academic libraries to reorganize their strategies, acquire tailor-made resources, organize them and provide contemporary access services to their communities.

Acknowledgments

References

ADA University. (2021). About ADA University. https://ada.edu.az/en/about/ada-university

Ayre, L., & Craner, J. (2020). Libraries are open - only the buildings are closed. *Collaborative Librarianship,12*(1), 14–19.

Azerbaijan University. (2021). *Welcome to the Azerbaijan University learning management system "Moodle"!.* http://elearning.au.edu.az/

Cabinet of Ministers of the Republic of Azerbaijan. (2020, March 13). *Azərbaycanda xüsusi rejim tətbiq edildi* [Special quarantine regime applied in Azerbaijan]. https://nk.gov.az/az/article/718/

Connell, R. S., Wallis, L., & Comeaux, D. (2021). The impact of COVID-19 on the use of academic library resources. *Information Technology and Libraries, 40*(2). https://doi.org/10.6017/ital.v40i2.12629

Connolly, P. (1999). Interlending and document supply: A review of recent literature - XXXV, *Interlending & Document Supply, 27*(1),33-41.

Creazzo, J., Bakker, C., Koos, J.A., Jo, P., & Alpi, K.M. (2020). Report from the Field: Researching interlibrary loan/document delivery usage by health sciences libraries during the COVID-19 pandemic. *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve, 29*(3-5), 171-179, https://doi.org/10.1080/1072303X.2021.1936739

Çimen, E., Gürdal, G., Çuhadar, S., & Akbaytürk Çanak, T. (2020). Yeni koronavirüs (COVID-19) sürecinde Türkiye'de üniversite kütüphaneleri. *Bilgi Dünyası, 21*(1), 167-203. https://doi.org/10.15612/BD.2020.834

Decker, E.N. (2021). Reaching academic library users during the COVID-19 pandemic: New and adapted approaches in access services, *Journal of Access Services, 18*(2), 77-90, https://doi.org/10.1080/15367967.2021.1900740

Drexel University Library. (2020). *The Drexel Libraries will continue to provide remote services and resources to support the Drexel community.* https://www.library.drexel.edu/about/overview/COVID-19-Response/

Guo, Y., Yang, Z., Yang, Z., Liu, Y.Q., Bielefield, A., &Tharp, G. (2021). The provision of patron services in Chinese academic libraries responding to the COVID-19 pandemic. *Library Hi Tech, 39*(2), https://doi.org/10.1108/LHT-04-2020-0098

Hendal, B.A. (2020). Kuwait University faculty's use of electronic resources during the COVID-19 pandemic. *Digital Library Perspectives, 36*(4), 429-439. https://doi.org/10.1108/DLP-04-2020-0023

Hogan, S., Paulus, A.R., Hannan, H., & Wobick, K. (2020). Resource sharing resources during a pandemic: A review, *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve, 29(*3-5), 139-143. https://doi.org/10.1080/1072303X.2021.1934221

International Federation of Library Associations [IFLA]. (2020, April 21). *Resource sharing during COVID-19 (RSCVD) tool launched.* https://www.ifla.org/news/resource-sharing-during-covid-19-rscvd-tool-launched/

Remarks of senator John F. Kennedy, convocation of The United Negro College Fund Indianapolis, Indiana, April 12, 1959. (n.d.). John F. Kennedy Presidential Library and Museum. https://www.jfklibrary.org/archives/other-resources/john-f-kennedy-speeches/indianapolis-in-19590412

Kasa, M. G., & Yusuf, A., (2020). Experience of an academic library during the COVID-19 Pandemic. *Library Philosophy and Practice,* Winter issue, 1-13 https://digitalcommons.unl.edu/libphilprac/4456/

Kenneth D., & Crews, J.D. (2017, November 13-17). *Study on copyright limitations and expiations for libraries and archives: Updated and revised (2017 edition)*. [Conference session] World Intellectual Property Organization. Standing Committee on Copyright and Related Rights, Geneva, Switzerland. https://www.wipo.int/edocs/mdocs/copyright/en/sccr_35/sccr_35_6.pdf

LIBER. (2020, December). *Covid-19 survey report: How have academic libraries responded to the Covid-19 Crisis?.* https://libereurope.eu/wp-content/uploads/2020/12/Covid-19-Report-December-2020.pdf

Louderback, P. (2021). During and post COVID-19 practices of a regional academic library, *Journal of Library Administration, 61(*6), 726-734. https://doi.org/10.1080/01930826.2021.1947062

Ma, L. (2020). Academic library services during COVID-19: The experience of CUHK library. *International Information & Library Review, 52*(4), 321-324. https://doi.org/10.1080/10572317.2020.1834251

Mehta, D., & Wang, X. (2020). COVID-19 and digital library services – a case study of a university library. *Digital Library Perspectives, 36*(4), 351-363. https://doi.org/10.1108/DLP-05-2020-0030

Ministry of Education of the Republic of Azerbaijan. (2020). *Azərbaycan təhsilinin pandemiya sınağı* [Pandemic experiment of education in Azerbaijan]. https://edu.gov.az/az/news-and-updates/18449

Nooruddin, M. & Ahmed, F. (2021). COVID-19 and Pakistani academic libraries: documenting the realities, challenges and state of services. University of Nebraska – Lincoln. *Library Philosophy and Practice* . https://digitalcommons.unl.edu/libphilprac/5622/

Online Computer Library Center [OCLC]. (n.d.). *EZproxy: Streamline and secure access to e-resources.* https://www.oclc.org/en/ezproxy.html

Online Computer Library Center [OCLC]. (n.d.). *WorldShare Interlibrary Loan.* https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan?sl=en

Pokorná, L., Indrák, M., Grman, M., Stepanovsky, F., & Smetánková, M. (2020). Silver lining of the COVID-19 crisis for digital libraries in terms of remote access. *Digital Library Perspectives, 36* (4), 389-401. https://doi.org/10.1108/DLP-05-2020-0026

President of the Republic of Azerbaijan. (1996, June 5). Law of the Republic of Azerbaijan on Copyright and Related Rights (as amended up to Law No. 636-IVQD of April 30, 2013). (n.d.). *World Intellectual Property Organization.* https://wipolex.wipo.int/en/legislation/details/13977

Queen's University Library. (2020, April). *COVID-19 updates on library services & operations.* https://library.queensu.ca/help-services/covid-19-updates-library-services-operations

Tammaro, A.M. (2020). COVID-19 and Libraries in Italy. *International Information & Library Review, 52*(3), 216-220, https://doi.org/10.1080/10572317.2020.1785172

Tolppanen, B.P. (2021). A survey of response of access services in academic libraries to COVID-19. *Journal of Access Services, 18*(2), 65-76, https://www.tandfonline.com/doi/full/10.1080/15367967.2021.1871619

Temiz, S. & Salelkar, L.P. (2020). Innovation during crisis: exploring reaction of Swedish university libraries to COVID-19. *Digital Library Perspectives, 36*(4), 365-375. https://doi.org/10.1108/DLP-05-2020-0029

Tudesco, S., & Relevo, J.B. (2020). Course reserves during the COVID-19 pandemic: Pivoting print to electronic reserves through a data driven process. *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve, 29*(3-5), 105-117, https://doi.org/10.1080/1072303X.2021.1934220

World Health Organization [WHO]. (2020, March 11). *WHO Director-General's opening remarks at the media briefing on COVID-19. .*

https://www.who.int/director-general/speeches/detail/who-director-general-s-opening-remarks-at-the-media-briefing-on-covid-19---11-march-2020