

УДК 027.08:004.77]:614.46(497.5+477)

DOI: [https://doi.org/10.18524/2707-3335.2021.1\(25\).231472](https://doi.org/10.18524/2707-3335.2021.1(25).231472)

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**LIBRARY ONLINE SERVICES DURING COVID-19:  
THE EXPERIENCE OF LIBRARIES IN CROATIA  
AND UKRAINE**

The purpose of the article is to identify activities in providing online services during forced quarantine on the example of public libraries' activities in Croatia and university libraries in Ukraine. The study aimed to identify, analyse, and characterise online services offered by libraries to establish remote customer service during the forced quarantine. The results of the study are presented in three sections. The first analyses the work of Croatian public libraries; the second, presents the experience of Ukrainian libraries; in the third, there is the case of the Scientific Library of Kyiv National University of Culture and Arts is displayed.

The scientific novelty of the article is to identify practices for providing online services by libraries in Croatia and Ukraine during the COVID-19 pandemic.

The study shows that Croatian public librarians, as well as Ukrainian librarians, have demonstrated they can quickly adapt and use digital technologies on behalf of their

supporters. Libraries went from developing imaginative practices to create online spaces in a matter of weeks. The result was a massive amount of produced content like workshops for children and adults; streamings of online events, organisation of virtual exhibitions, and collecting verified reference sources for research and learning. Another one of the impacts of this crisis was the accelerated development of digital library services, including online membership registration and the acquisition of e-books by public libraries. Public response was more significant than ever, including following, commenting, and sharing digital content created or shared by public libraries.

The study found that the challenges of the COVID-19 pandemic have intensified the digitisation of Ukrainian libraries and led to changes in activities. University libraries quickly adapted to remote work, offering their users a variety of remote services. The authors hope that the considered practices will contribute to disseminating better experience of libraries during quarantine in general and online services in remote maintenance in particular.

**Keywords:** COVID-19, online services, Croatia, public libraries, Ukraine, university libraries, Scientific Library of Kyiv National University of Culture and Arts

### **Problem statement**

The COVID-19 pandemic has become a global challenge for libraries around the world. In different countries, librarians differently solved the problems of remote work, preservation of jobs, library funds; offered new, remote forms of work, using websites, library social networks, messengers, e-mail, video communication tools (Skype, Zoom), collaboration platforms MS Teams and Google Meet.

**An analysis of recent research and publications** has revealed that during 2020, many articles and materials were published on the status, problems, and consequences of forced quarantine in the work of libraries. The publications of foreign scholars Leo F. H. Ma [24], Anna Maria Tamaro, Dunja Holcer [21], and others analyse the experience of libraries in Italy, Croatia, and Hong Kong during the pandemic. Research by Ukrainian scholars concerns such issues as organisational and legal aspects of remote work of libraries, the activities of national libraries in the global context [4]; remote forms of work and projects of national, regional universal scientific libraries of Ukraine – V. Aharkova [1], T. Bogush, T. Hloba [7], V. Zdanovska, M. Maslova; online services of public libraries to encourage reading – L. Lahuta [11], H. Braha. O. Aivazian [2], V. Brahinska and V. Shchabelnyk [5] covered the experience of organising remote service in libraries of higher education institutions of Ukraine on problematic issues of remote work organisation, variety of forms of remote service, digital technologies, and range of online services, L. Vorobiova [6], L. Didenko, N. Dolmatova [8], L. Levchenko, I. Matveyko, M. Melnyk [12], L. Semenova, T. Shchetinina and O. Kolesnyk [15], O. Tsvilishena [16]. A thorough analysis of the administrative aspect of the organisation of the transfer of the staff of the libraries of the institutions of higher education of Ukraine to remote work was carried out by T. Kolesnikova [9]. Despite the relevance and value of the identified publications, we note that some aspects of the provision of online services by libraries during the pandemic have not received sufficient coverage in the scientific periodicals of Ukraine and require in-depth study.

**The article aims** to identify practices used to provide online library services during the COVID-19 pandemic and characterise them on the example of libraries in Croatia (public libraries) and Ukraine (in particular, academic university libraries).

**The objectives** of the study are review and analysis of online services of libraries in Croatia and Ukraine during quarantine; identification of problems that libraries solved during the period of unstable work.

**Research methodology.** Collection of information and identification of best practices of remote maintenance was carried out by initial search by keywords «libraries of Ukraine, remote services, quarantine, COVID-19» and subsequent viewing of the official pages of libraries on Facebook; analysis of the content of the «News» section and websites of 12 libraries: Scientific Library of Vinnytsia National Pirogov Memorial Medical University, Vinnytsia National Technical University Scientific and Technical Library, Vinnytsia Mykhailo Kotsiubynskyi State Pedagogical University Scientific Library, Scientific and Technical Library of Dnipro National University of Railway Transport named after Academician V. Lazarian, Scientific Library of the Ivan Franko National University of Lviv, Scientific and Technical Library named after G.I. Denysenko of Igor Sikorsky Kyiv Polytechnic Institute, Poltava V.G. Korolenko National Pedagogical University Library named after Mykhailo Andriyovych Zhovtobryukh, Sumy State University Library, Scientific Library of the O.M. Beketov National University of Urban Economy in Kharkiv, Scientific Library of the National University of Pharmacy (Kharkiv), Scientific Library of the Yaroslav the Wise National University of Law (Kharkiv), Khmelnytsky National University Scientific Library.

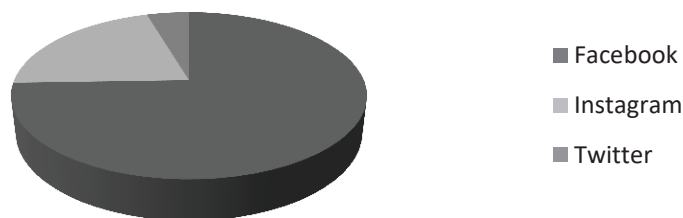
Concerning Croatian public libraries, this paper investigates libraries' activities to serve communities during the lockdown. This research was conducted for the lockdown period, i.e., from March 19 to April 26, 2020. Data were collected in July 2020. The survey included 146 out of 208 public libraries in Croatia, i.e. libraries that had an active Facebook page during the research period. The research method was a content analysis of library publications on Facebook. The research aimed to determine how libraries used the social network Facebook in response to an emergency. The research was limited to the use of this social network, as it is the most popular and most used social network in the world, as well as in Croatian libraries.

## **Presentation of research material**

### **1. The experience of Croatian public libraries**

Facebook has 2.6 billion users in 2019, which is 60.6% of Internet users [29]. Although Croatian libraries use a number of social networks, Facebook is still the most popular social network. In 2020, 1,800,000 Croatian Facebook users were registered (43.85% of the population) (Graph 1) [20]. It is also still the most represented network in Croatian libraries, including public ones. It is important to note that all libraries that use Instagram and Twitter also use Facebook.

The first case of COVID-19 in Croatia, caused by infection with the new coronavirus SARS-CoV-2, was diagnosed on February 25, 2020, in Zagreb [18]. The increase in the number of patients by March 2020 prompted the Civil Protection



Graph 1. Public libraries in Croatia – presence on social networks 2020

Headquarters of the Republic of Croatia too, on March 19, to make a *Decision on measures to restrict social gatherings, work in trade, service activities, and the holding of sports and cultural events* [27]. The Decision, which at first, was to be in force for 30 days, suspended the work of all cultural activities, including public libraries.

All libraries, including public ones, had to find a way to continue to carry out their functions and tasks set out in the *UNESCO Manifesto, Guidelines, and Standards*. As stated in the *UNESCO Manifesto for Public Libraries* [23]. Since a physical meeting in the libraries was no longer possible, they sought to respond to users' needs in other ways. In this case, by organising meetings in a virtual environment.

Most public libraries in the pre-pandemic period posted general notices and information about the work of the library on their Facebook pages. At the beginning of the pandemic, public libraries began to provide information about the COVID-19 disease pandemic. Since the beginning of the pandemic, libraries have been distributing information to their users about the decisions of the Civil Protection Headquarters. Still, in this new situation, social networks have also become the way to maintain a constant and meaningful community presence. To this end, libraries had to design new services in difficult conditions, where existing services, which mostly relied on the physical presence of users in the library, were no longer available. As the pandemic led to a change in library operations, libraries also began to inform patrons and the public about their new services. To respond to the challenges of the new situation, they reallocated resources to continue to serve the community. Forced to move from physical spaces to a networked environment, libraries created and implemented their own virtual learning spaces in the libraries through their efforts.

Librarians continued to organise events for users ages. Many libraries have started organising virtual workshops. Virtual workshops for children included art workshops, workshops for making toys, comics, Easter cards, and decorations, etc. For the youngest users of the library, they also designed virtual chat rooms for children, i.e. reading and telling stories by the librarians themselves.

Libraries have also paid attention to developing new interests and creativity for their young and adult users by providing different types of education. Virtual workshops and lectures for adults covered a variety of topics [19]. Meetings of the library's reading clubs continued, now in an online environment. Also, virtual meetings were held with writers, as wells with other public figures. Librarians were still available to their users for book recommendations, along with other

entertainment content. Top book lists have been published, as well as free pages and apps for reading books, recommendations from radio stations, online places to listen to music and watch movies.

Libraries have also collaborated with other cultural institutions to meet the cultural, educational, and social interests of their users, from the youngest, through young people and adults, to the elderly. Imaginative and innovative librarians have also been engaged in creating virtual quizzes, games, and prize competitions for their users and followers [28]. Librarians organised virtual exhibitions to present their collection, as well as the history of the book. Users themselves could participate in these exhibitions by sending their texts and photographs.

In addition to creating content, libraries also shared virtual events from other libraries (virtual tours, pictures, and recordings from other libraries), as well as those from domestic and foreign cultural institutions, associations, groups, etc. (theatre performances, shows, exciting articles, interesting facts from the world of culture, events).

For pupils, students, and all those involved in research work, librarians researched, collected, and published verified reference sources for research and learning assistance. Published content also included various interesting things that cannot be classified into any of the given categories, marking various anniversaries (International Children's Book Day on April 2, Croatian Book Day on April 22, anniversaries of births/deaths of prominent personalities), congratulations, photos reminiscent of past events in libraries, etc.

Table 1 shows the types of content created and published by Croatian public libraries on Facebook during the lockdown. The most common category is fun and learning. The following is sharing content created by other libraries and other institutions, groups, associations, individuals. The next category is various information, the most represented category in the period preceding the lockdown. The last category, Miscellaneous, covers everything that could not be included in the first three categories. From the above, we can conclude that libraries have shifted from basic information sharing to taking on the role of content creator for the public.

It is important to point out that during the pandemic, patrons were provided with some new services that were rapidly put into service to become available to the public as soon as possible. These services include free membership through e-applications, free membership renewal, as well as e-book lending, which were originally only due to be introduced in late 2020, but libraries have decided to reallocate their resources and initiate these services sooner than planned. Some libraries offered free 3-month membership to non-residents of the area where the library is located, so, when all is considered all Croatian citizens were enabled to borrow e-books during the lockdown.

Many libraries have launched a YouTube channel for the first time to post videos of a variety of content, including footage of previous events, but also new content such as creative workshops and chat rooms for children, etc., and it was all shared on Facebook. Some libraries that own digital repositories have provided access to rare and unique materials from their collections, while some libraries have been encouraged by this situation to launch their digital portals. Libraries also created their virtual exhibitions to present interesting materials to the public.

Table 1

**Detailed presentation of research results by types of publications  
of Croatian public libraries on the Facebook network during lockdown 2020**

Content type	Number of posts
General information (working hours, rules of conduct, etc.)	264
COVID-19 pandemic information and notices	177
Information on new services during the pandemic (e-books, etc.)	94
Virtual workshops for children	51
Virtual workshops for adults	24
Virtual chats for children organised by libraries (reading and telling stories)	239
Virtual meetings of library reading clubs	30
Virtual literary and other library meetings and various events	411
Virtual recommendations for books, music, and movies by librarians	272
Virtual quizzes and games made by libraries	124
Virtual exhibitions made by libraries	171
Publication of a list of verified reference sources for research and learning assistance made by libraries	26
Sharing virtual events from other libraries	153
Sharing virtual events of domestic and foreign cultural institutions, associations, groups, etc.	1085
Miscellaneous (interesting facts, etc., cannot be classified into any of the given categories)	453
<b>TOTAL</b>	<b>3574</b>

Despite the impossibility of holding the events in physical locations, *Croatian Book Night* was organised in a virtual environment on April 23, 2020, under the slogan “You are not isolated with a book!” [26] and libraries prepared various online events for users for this purpose.

Engagement in the virtual surroundings has also contributed to the increased use of social networks by patrons being a good way of promoting visibility and role of public libraries, as well as a great tool for getting feedback from the public. Out of 208 public libraries in Croatia, at the time of lockdown 146 used Facebook. During 2019, all public libraries had 157.197 active users. This data is interesting if we compare it to the number of library followers on Facebook in July 2020. At that point, public libraries had a total of 209,981 followers on Facebook, which is 25% more than active users of all public libraries during 2019. In addition to watching, reading, and responding to posts, users participated in various ways in virtual library events. For example, they sent their suggestions for virtual exhibitions [25].

## 2. The experience of libraries in Ukraine

The global pandemic has put Ukraine's libraries in need of a rapid response to the challenges of closing the physical space of libraries and moving to online forms of communication with their readers. Quarantine restrictions did not preclude traditional library projects but led to their online implementation. For example, the at-home concerts, which were traditionally held in the spring at the Luhansk Regional Scientific Library, in 2020 took place in the format of the "Caring Bridge" international meeting. The Ukrainian diaspora in the United States joined the apartment, "the total online audience reached 600 people" [1, p. 2]. The Odesa National Scientific Library has created an "Odesa City Chess Federation" online club on the lichess.org platform. There is a shared viewing of games of famous chess players for fans of this game from all over the world, training and online tournaments [1, p. 2].

Antivirus Programme comprehensive reading project was presented at the Roman Ivanychuk Lviv Regional Library for Youth. The Lviv Public Library' branch No 38 offered literary quests to encourage readers to read. In the quest "#Guess the book from emoji", the title of the book is encoded in emojis [3]. The "4 letters" quest tests the knowledge of classic writers and modern Ukrainian masters of the word. You need to name the writer's name, having only 4 letters (Fig. 1).

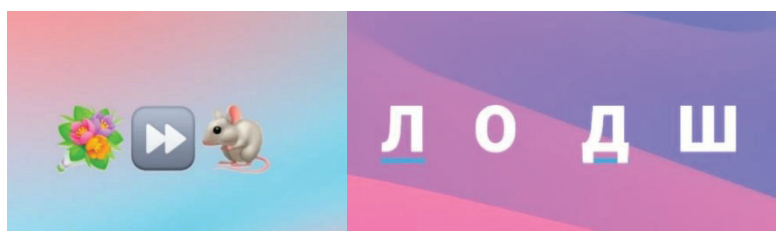


Figure 1. Literary quests.

Answer: "Flowers for Algernon" by Daniel Keyes; Lubko Deresh

### Activities of university libraries in Ukraine

Analysis of the content of the "News" section and websites of 12 libraries of higher education institutions of Ukraine from Vinnytsia, Dnipro, Kyiv, Lviv, Poltava, Sumy, Kharkiv, Khmelnytsky showed that all book collections of universities were able to adapt to the requirements of safe service and actively offer online services.

The content of the news feed of university library websites can be organised by 4 categories of news:

- Live information (working hours or quarantine period)
- Available remote services
- On-going work (recent acquisitions, information literacy activities, loan conditions and terms, preparation of bibliographic indexes, reading promotion projects, promotions/flash mobs, etc.)
- Webinars, seminars, distance learning courses announcements, the participation of library staff in Internet conferences.

The mandatory list of *remote library services* includes the following:

- Access to E-catalogue and E-library (login required);
- Access to the electronic archive/repository of the university;
- Access to the database (ScienceDirect, EBSCO, Springer Nature, Wiley, etc.)
- Determination of UDC codes
- “Virtual help” / “Ask the librarian” Service
- Scientometrics, academic integrity, citation rules, compiling lists of sources consulting scientists and students via electronic communication networks.
- Promotion of university publishing projects (obtaining DOI, posting metadata articles on the websites of scientific periodicals, registration in international databases, etc.).

Among the interesting *formats of remote service* offered by libraries of Ukrainian universities during the spring-autumn quarantine, we will name podcasts<sup>1</sup>, video lessons, online consultants, library guides, problem-oriented interactive posters.

For example, in the spring of 2020, the Scientific and Technical Library named after G. I. Denisenko of Igor Sikorsky Kyiv Polytechnic Institute introduced “*Look who spoke...*” **podcast** as a new format for information feeding. So far, 7 podcasts have been created, devoted to the history of the library, reading tips, assistance to researchers, etc. [14]. The Scientific and Technical Library of the Dnieper National University of Railway Transport named after V. Lazarian launched “*Hello, is this a Library? And tell...*» podcasts. There are two podcasts on the website and social media: “*How to get freshman literature in the Library?*” and “*How to find information using the WEB directory?*”. This direction is meant to be developed in future.

Such a form of remote service as “**Video Lessons**” is presented on the websites of the Scientific Library of the Ivan Franko National University of Lviv (for example, “How to make a bibliographic description?”) [17] and the Scientific and Technical Library of the Dnipro National University of Railway Transport named after V. Lazarian (“How to register on the site of a scientific journal”).

The **ONLINE Consultant service** is offered by the Scientific Library of Yaroslav the Wise National Law University (Kharkiv). Consultant in the Online mode “helps the user to carry out the correct and fast search for the information in the E-catalogue and resources of a site, to form inquiries and to issue the electronic order” [10].

### 3. The experience of the Scientific Library of the Kyiv National University of Culture and Arts

The Scientific Library of the Kyiv National University of Culture and Arts is a modern information, scientific, cultural, and educational centre of a higher education institution in Ukraine. The library’s main tasks are to provide educational, informational, creative needs of users to support scientific activity of departments and university.

The challenges of the global COVID-19 pandemic, which led to a three-month strict quarantine, intensified the library’s digitalisation, led to radical changes in the forms of activity and the transition to remote staff work.

<sup>1</sup> Podcast – a series of audio or video files in the style of radio / TV programs, which has a certain theme and frequency



To arrange remote service in the library, we redistributed the responsibilities of service and document storage departments' staff, keeping users informed through digital information channels: the library's website, social networks, e-mail. We consulted users by phone, through Messenger Viber, Messenger, Telegram, Google Meet video conferencing. All organisational aspects were solved thanks to the Zoom video link.

The leading information channel is the *library's website*, which provides access to the electronic catalogue, electronic library, digital products, websites of 16 scientific periodicals of the University, materials of international and the University All-Ukrainian scientific-practical conferences, etc.

Access to the Scopus and Web of Science international databases was possible in the local network of the National Library of the University; full-text resources of the Springer Link portal, in particular to the 2017 e-books and Springer journal for 1997–2020. From February 1 to April 30, 2020, through the Wiley Online Library platform, the University's scientists had test access to the full texts of books and journals published by Wiley.

The scientific and methodical department and the department of information technology staff filled the "*Digital products*" tab on the library's website with new multimedia content. In particular, in separate headings, we have allocated: bibliotransformer (bibliographic profile of the scientist); book trailers; Kahoot! online quiz and H5P, Genial.ly quest; video news; presentations of students' works; presentations of staff's presentations at scientific and practical conferences; longrid; interactive posters; developed by library staff in the framework of information and socio-cultural projects.

During 2020, 40,305 page views of the scientific library website and 15,351 users were recorded vs 34,004 page views and 12,061 users in 2019. Statistics of the most visited pages of the website for 2020 are shown in Table 2.

Table 2

**Statistics on the sections of the website of the Scientific Library  
of the Kyiv National University of Culture and Arts, 2020**

Page title	Number of views	Number of users
<b>«Treasures of the Nation» Cultural and Educational project</b>	<b>8466</b>	<b>5446</b>
<b>Virtual exhibitions</b>	<b>3003</b>	<b>1715</b>
<b>E-catalogue</b>	<b>2087</b>	<b>No data</b>
<b>Scientific journals</b>	<b>1877</b>	<b>No data</b>
<b>E-catalogue instruction</b>	<b>680</b>	<b>424</b>
<b>Digital products</b>	<b>676</b>	<b>422</b>
<b>Recommended reading</b>	<b>458</b>	<b>318</b>

During the first months of quarantine, significant efforts had to be made by the management of the scientific library to organise the remote work of employees involved in the editorial and publishing processes of publishing scientific periodicals of the University. Electronic editions and mandatory verification of articles for originality in the Unicheck online service have been introduced in 16 editions of the University scientific journals. For practical cooperation of library staff and journal editors, we organised chats for meetings, communication, and file sharing with the help of MS Teams group work. We also managed a Reference bibliographer service to edit article lists of sources according to the citation styles used by the University journal: DSTU8302: 2015, Harvard, APA.

Technical editing and computer layout of 30 annual issues of scientific periodicals of the University are provided by the staff of the library's information technology department. These and other measures contributed to the fact that in 2020 6 scientific journals of the University were included in the List of the category "B" professional scientific publications of Ukraine. All University periodicals are displayed in the following databases and catalogues: DOAJ, Index Copernicus, ResearchBib, Scilit, SIS, WorldCat, BASE, Crossref, Google Scholar, VI Vernadsky National Library of Ukraine, Scientific Periodicals of Ukraine (URAN) [22].

During the spring quarantine, the University Scientific Library staff intensified the process of supporting the university scientists' publishing activities. The remote services as follows: the news of scientometrics and bibliometrics updates in the section "Researchers" on the library's website; guidelines for a digital ID of the ORCID scientist; guidelines for author profiles in Scopus, Web of Science, Publons, Google Scholar, research portal ResearchGate. We worked with the Scopus database and Web of Science. We created profiles of the Kyiv National University of Culture and Arts, added works, edited authors profiles (changed affiliations, merged profiles), and tracked the h-index.

To promote distance learning of students of the Faculty of Music, the scientific and methodological department staff created an interactive library guide "Musical documents in the fund of the Scientific Library of the Kyiv National University of Culture and Arts" [13]. The guide acquaints first-year students with the Scientific Library, rules of recording and using the electronic catalogue, contains a description of the types of musical documents available in the fund of the University Scientific Library and available for scientific, educational, creative work. BiblioGuide was created on the Genial.ly platform and presented in December 2020.

It should be noted that university libraries have been more technologically prepared for remote customer service due to automated library information systems, sufficient computer support, developed organisational structure, managerial qualities, and management competence, high professional qualification, and digital literacy majority of employees. However, according to the director of the library of Khmelnytsky National University named after O. Aivazian, the problem was the lack of "experience of remote work with staff, organisation of internal library processes on a remote basis, organisation of automated workplaces for librarians at home" [2].

Remote service issues that need to be addressed also include:

- lack of methodology for the use of ICT in library work;

- lack of experience with online platforms and video communication tools for some staff;
- providing librarians who work remotely with modern gadgets for the development of electronic communication channels with users.

Express survey “Remote work forms of university libraries staff in conditions of uncertainty”, conducted in May 2020 among the Ukrainian university libraries heads by T. Kolesnikova director of the scientific and technical library of the Dnipro National University of Railway Transport named after V. Lazarian [9, p. 52] showed that the largest number of 63 respondents – 32 managers (50.79%) – included their libraries in Model 2 (Profi) according to the level of organisation of staff remote work.

### **Conclusions and practical significance**

Lockdown encouraged Croatian public libraries to use Facebook to provide engaging, high-quality, and relevant content, which can be further shared. The results of the research showed that libraries showed creativity and originality, engaging every day in providing new content to maintain the attention of the public and try to, at least partially, replace activities that were not available at that time so various forms and ways of entertainment and leisure were offered.

Public libraries in Croatia and Ukraine in the lockdown era did not neglect their task of encouraging reading and continued to provide their users with reading recommendations and organise virtual meetings of reading clubs, encouraging users of all ages to get involved in these events. The youngest could listen to their favourite stories read either by the librarians themselves or by external collaborators of the public libraries, as well as participate in various types of workshops and competitions organised by the public libraries. The promotion of information literacy was particularly represented through the commitment of librarians to collect and share reference data sources for all user groups. Students and scholars, as well as anyone involved in research work, were given credible sources for research and learning from home. However, through its publications, the public libraries also advocated other types of literacy advocated by the *Manifesto*, such as digital literacy, media literacy, visual literacy, and data literacy, as well as civic and ethical literacy, information, and education, sharing various types of sources.

Libraries continued to play an essential role in promoting general culture, but this time it was through social media. In addition to organising events that encouraged not only reading but also other activities, they shared information from related institutions, as well as other available sources offered by institutions, individuals, or groups. Many new services have also been provided so that users can continue to use library services.

This research leads us to the conclusion that Croatian public libraries made an important shift – in the online world public libraries transitioned from basic information providers to creators of diverse and quality content, encouraging the community to become increasingly involved in their virtual lives.

The study showed that remote customer service in public and university libraries of Ukraine during the quarantine period withstood the transformation of the content

load; actualised the use of information and computer technologies, electronic information delivery systems, electronic resources. A review of the work of libraries showed that the book collections of higher education institutions in Ukraine were able to best adaptation to remote work. To meet the informational, scientific, and educational needs of users, they quickly expanded the list of available and offered new online services: in particular, online library registration, development of electronic information literacy courses, creation of podcasts, virtual tours and guides, online consultations.

The University scientific library's activities, as well as other university libraries, during the spring quarantine, were focused on the provision of remote services. The management and staff of the library demonstrated a high level of organisation of corporate communication, information, and analytical activities, analysis, and data management. The authors hope that the considered practices will contribute to the dissemination of better experience of libraries during quarantine in general and online services in remote maintenance in particular/

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**БІБЛІОТЕЧНІ ОНЛАЙН-ПОСЛУГИ ПІД ЧАС COVID-19:  
ДОСВІД БІБЛІОТЕК ХОРВАТІЇ ТА УКРАЇНИ**

Стаття має на меті визначити діяльність з надання онлайн-послуг під час вимушеного карантину на прикладі діяльності публічних бібліотек Хорватії та університетських бібліотек України. Дослідження було спрямоване на виявлення, аналіз та характеристику онлайн-послуг, пропонує бібліотеками для встановлення віддаленого обслуговування клієнтів під час вимушеного карантину. Результати дослідження представлені у трьох розділах. Перший аналізує роботу хорватських публічних бібліотек; у другому – досвід українських бібліотек, у третьому – Наукової бібліотеки КНУКіМ. Наукова новизна статті полягає у визначенні практик надання онлайн-послуг бібліотеками Хорватії та України під час пандемії COVID-19. Дослідження показує, що як хорватські публічні бібліотекарі, так і українські продемонстрували, що можуть швидко адаптуватися та використовувати цифрові технології в інтересах своїх меценатів. Бібліотеки пройшли шлях від розробки образних практик до творчих Інтернет-просторів лише за пару тижнів. Результатом стала велика кількість створеного контенту, наприклад, майстер-класи для дітей та дорослих; трансляції онлайн-подій, організація віртуальних виставок та збір перевірених довідкових джерел для досліджень та навчання.



Ще одним із наслідків цієї кризи став прискорений розвиток цифрових бібліотечних послуг, включаючи онлайн-реєстрацію та придбання електронних книг публічними бібліотеками. Громадська реакція була більшою, ніж будь-коли, включаючи стеження, коментування та обмін цифровим вмістом, створеним або спільним для публічних бібліотек.

Дослідження показало, що проблеми пандемії COVID-19 посилили оцифрування українських бібліотек та призвели до змін у діяльності. Університетські бібліотеки швидко адаптувались до віддаленої роботи, пропонуючи своїм користувачам різноманітні віддалені послуги. Автори сподіваються, що розглянуті практики сприятимуть розповсюдженню кращого досвіду роботи бібліотек під час карантину загалом та онлайн-сервісів із дистанційного обслуговування зокрема.

**Ключові слова:** COVID-19, Хорватія, публічні бібліотеки, Україна, університетські бібліотеки, Інтернет-служби, Наукова бібліотека КНУКіМ