

University library responses to COVID-19 pandemic in Bangladesh

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Abstract

Purpose: The goal of this study is to evaluate how university libraries responded to the COVID-19 outbreak and explore the significant initiatives taken by libraries during the COVID-19 pandemic.

Methodology: This research employed a content analysis approach using a descriptive quantitative study to obtain data from websites of 10 renowned public and private university libraries in Bangladesh based on purposive sampling. A checklist with 30 items in 5 categories was prepared to collect data and were organized in tabular form using Microsoft Excel for further analysis.

Findings: Findings reveal that most of the university libraries offer additional online services, such as 75% of library websites provided information about library services during COVID-19, approximately 63% on an initiative for COVID-19, and 68% provided services considering the COVID-19 situation. The study found 84% of university libraries provided links, searches, and retrieval interfaces, and 90% of universities provided library resources during the pandemic. Most of the university libraries have significant digital library services. On the contrary, around 24% of library websites continue to lack certain services to implement basic accessibility standards.

Research limitation: The limitation of the present study lies in relying on the contents available on the websites of a limited number of university libraries at a given point of time.

Practical implications: This article aims to present a roadmap that libraries can use to make an informed decision while adding new services or enhancing existing ones.

Keywords: Content analysis, COVID-19, coronavirus, library website, remote instruction, SARS-COV-2

1. Introduction

The World Health Organization (WHO) officially declared the COVID-19 outbreak a pandemic on March 12, 2020 (Cruz, 2020). The world is still struggling to control the spread of the virus. In Bangladesh, the first COVID-19 case was identified on March 8, 2020 by the Institute of Epidemiology (Khan & Hossain, 2020). The Ministry of Education decided to close all educational institutions from March 17 to March 31 due to the rapid spread of the infection. Not only in Bangladesh, but all around the world, educational institutions have been forced to halt their academic operations in order to prevent the spread of the virus and introduce online education so that allowing students to continue their studies from home. However, many students in Bangladesh lacking course materials and internet access because of dislocation due to the pandemic restrictions (Biswas, 2020).

According to a recent study in Bangladesh, 8.4 million students' families live below the poverty line, and approximately 24.50 percent of people from low-income families require additional assistance, which increased by 45% after three months of the COVID-19 pandemic (Emon & Alif, 2020). However, to overcome this situation, university library websites are playing a vital role by providing remote instruction and learning as well as services in anticipation of Covid-19. Moreover, in such a crucial situation, the academic library website serves as a vital and dynamic platform for informing students about the services and facilities available for them.

Additionally, due to the closing of libraries, like other social institutions and service-based organizations, libraries are transitioning to an online method for offering essential services (Cox, 2020). So, university academic libraries are also performing as a service-based organization that can fight against COVID-19 in Bangladesh. Some libraries provide their services remotely to diminish the spread of the virus; others are expanding remote services such as virtual reference, promoting e-books, e-resources, databases; and still some other libraries are implementing new remote services. Most importantly, a good number of university libraries are providing free resources with online research support.

The present study tries to assess the services and facilities rendered by those libraries during the crisis of COVID-19 pandemic by content analysis. This study examined the content of ten private and public university library websites by applying a descriptive quantitative approach. This research provides an overall understanding of the information about services and facilities rendered by library websites. On the other hand, it also facilitates the understanding of the preventive measures taken and adhoc services introduced by library websites to combat coronavirus. The findings of the study have many implications for universities, instructors, and education policymakers. This research analysis will also give an informational overview of the features of university library websites in Bangladesh and will be a functional template for universities in evaluating/improving their library websites.

2. Literature review

For research data management, researchers have a long history of working with libraries to preserve information. That is why many research have been conducted focusing on library websites, their structure, and their services. University libraries have an essential role in supporting and disseminating information services through their websites. A content analysis of these websites will help identify university libraries' responses to emergencies, and what types of essential information services are provided during times of crisis. For instance, Bradley reports the post-crisis services provided by public libraries after a tornadic event. The study demonstrates how the effectiveness of responses and the mobility of public libraries play critical roles during times of crisis, both in the short and long term. (Bishop, 2013). A situation-specific case study was carried out in 2017 by Tu-Keefener and colleagues to analyze information services and technology related to health during the crisis of catastrophic floods in South Carolina. This study addresses a risk communication framework for preparedness and discusses how public libraries played a vital role by providing informative services during and after a disaster. Further, the author recommended that to provide digital health resources for adult users to combat reliable disasters, the public libraries should be proactively prepared and improve their services (Tu-Keefner, 2017).

A descriptive survey type research was employed on 139 selected librarians in Nigeria, and to guide this study, six research objectives were also developed by the authors. The study highlights the role played by libraries in raising awareness against the impact of COVID-19 in Nigeria. Most importantly, this study concluded that services provided by the Nigerian libraries are an effective tool for creating positive impact, re-orientation, and development in society (Adigun, 2020). In the same vein, Dadhe (2020) employed a content analysis approach on university library websites of India during the COVID - 19 pandemic. According to the contents published on their web pages, the study explores how technology became the backbone for taking significant initiatives such as Remote Services and Virtual Services by libraries. Also, the researchers found that the university library websites required a robust platform to connect with students and also risk assessment should be identified for providing remote services (Dadhe, 2020).

Another study on how public libraries in the United States responded to the COVID-19 pandemic was conducted in 2020 (Wang, 2020). This study used a content analysis method to examine public library announcements linked to the Covid-19. According to their research, about 90% of public libraries have announced closures. On the other hand, 98 percent of public libraries have issued a notice of program suspension. Over half of libraries provide information regarding global health practices related to COVID-19. However, their research did not specify what kinds of activities public libraries took to help students. Kumar (2021) conducted a study to determine the web-based services offered by India's national library associations during the COVID-19 epidemic. The author chose 14 library websites belonging to national-level groups in India and

attempted to evaluate their contents. Analyzing, searching, and tabulating are all methods used to obtain information on the scope of websites. According to this survey, two library associations in Kolkata, IASLIC, supplied the most information on their web pages, scoring 32 out of 50 points. Additionally, the author suggests that the study's findings will be more beneficial to developers and administrators of library association websites in terms of the quality of evaluation parameters (Tunga, 2021).

Given the significance of the information resources available on Indian library websites, another study was conducted by Khowaja in 2021 to examine the contents of university library websites. They conducted a content analysis by developing a checklist based on the use of web 2.0 technologies, general information, and website features. The study results indicate that the majority of library websites offer extensive resources and information, such as e-books, e-journals, and e-databases. The current study is expected to be beneficial to the colleges and other universities in terms of updating their library websites to better serve their clients during and after the pandemic (Khowaja, 2021). Zach (2011) examined public library responses in fifty US cities during the 2009 H1N1 influenza emergency. The study discussed how essential information services have provided by public libraries during the time of crisis. They reported that few libraries had done an outstanding job of delivering risk-related information, but 35 of the 50 largest public libraries were not capable of providing links like the CDC. Besides, author criticized public libraries for providing only information about the library, rather than not providing any activities and services regarding the crisis itself.

Before the COVID-19 epidemic in Bangladesh in 2012, Ahmed (2014) conducted a survey to review the IT facilities, resources, and training requirements in the public universities in Bangladesh. They distribute their survey questionnaire through email to the 33 public university librarians. Later, data acquired from the surveys was reinforced by on-site visits to several major university libraries in Dhaka city and by discussions with the librarians. The results of their survey revealed that universities had a lack of library resources, automated procedures, access to online resources, and IT infrastructure. The results also showed that librarians need to know a lot about all parts of electronic information processing (Ahmed, 2014). Another survey was carried out in 2017 using a questionnaire among 184 library professionals from 14 private universities and 7 public university libraries to identify the significant issues and solutions for the adoption of Open Source Integrated Library System (OSILS) in Bangladeshi university libraries (Alam, 2017). Their research showed that Bangladesh's university libraries didn't use OSILS as much as they could because there wasn't an OSILS consortium, library professionals weren't willing to take the lead, there wasn't enough money, there wasn't enough IT infrastructure, and library professionals didn't get enough training or retraining.

On the other hand, a large portion of the existing literature have examined the contents of library websites. For example, in 2014, a study was conducted based on the content available on 13 university library websites of India. The researcher prepared a checklist for applying content analysis on university library websites. This study revealed that a few library websites provided the platform for user interaction in the form of feedback. Because, most university library websites focused on providing informative links about news, events as well as providing library rules and membership (Haridasan, 2014).

Another survey was undertaken in 2013, in which the researcher used a 133-item checklist to conduct a content analysis on 52 academic library websites in Rajasthan. This study examines the content and navigational strengths and weaknesses of certain library websites, as well as giving quality evaluation study recommendations (Pareek & Gupta, 2013).

3. Objective of the study

The study's primary goal is to determine how university library websites in Bangladesh responded to the COVID-19 outbreak. The main objectives are to-

- Identify the type of services provided by the universities library website amidst the COVID-19 crisis.
- Explore the unique initiatives taken for the period.
- Find out the facilities considering the COVID-19 situation.
- Determine what library resources were available to clients during the pandemic.
- Examine the response of link, search, and retrieval interface
- Suggest a measure of improvement of the university library websites in Bangladesh.

4. Research questions

The study was guided by the following research questions:

- In the context of the COVID-19 outbreak, what services do university library websites provide?
- What are the facilities put in place in anticipation of COVID-19?
- What are the library resources delivered to library patrons during the pandemic?
- Do the university library websites provide necessary link, search, and retrieval interface?
- What are the possible ways to improve the university library websites in Bangladesh?

5. Methodology

5.1 Methods

For conducting this research, content analysis method has been used. Content analysis is a highly adaptable method for the objective, systematic, and quantitative study of content in social science research (Yoon & Schultz, 2017). The content analysis method can be used to determine the extent and nature of technical services-oriented web pages in academic libraries, as well as the differences between institutions of different types (Wang, 2004). Library websites are considered to be the best tool to access all the resources and services. Because it is unobtrusive and unstructured, content analysis of the library website is ideal for this study. Additionally, it will be able to cope with a large quantity of data. It is the gateways to evaluate the library services as the only media where users and libraries interact and engage with during pandemic. Figure 1 shows the stages of content analysis and how the study applied this method. First, we developed our research question based on our research objectives. We uncovered sources of documents pertaining to prior content analyses of library websites, emphasizing those that occur during times of crisis. At stage three, we defined our sample, which will be discussed further in the sampling procedure. We developed a checklist with five major categories as a coding framework. The section on checklist development contains additional information. We subsequently conducted a pilot study and made the necessary revisions to our checklist. Basically, the sample was coded independently based on the checklist. After collecting the data, we analyzed it and described it in the data collection and analysis part. Sampling validity and semantic validity are two content analysis-specific validations.

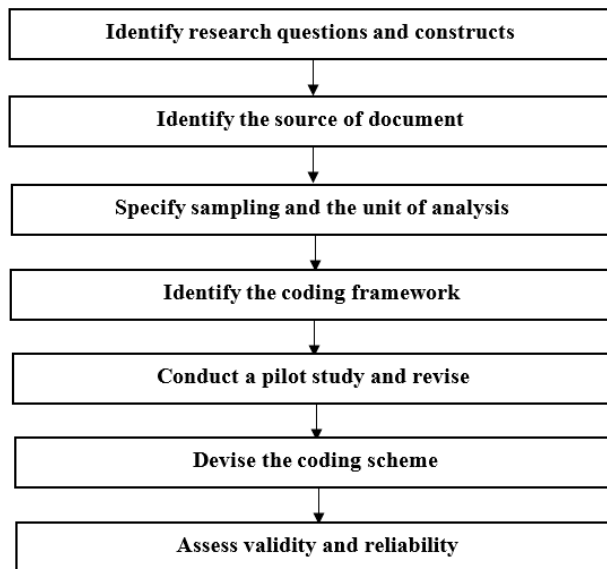


Figure 1: The stages of content analysis method

The sampling and coding framework are linked to sampling validity. Semantic validity is concerned with whether the words or phrases used in the analysis accurately reflect their intended meaning. To verify semantic validity, the results of the computer search were manually verified to ensure that the items were in the correct context.

5.2 Sampling procedure

The purposive sampling technique is used to select the university library websites. It is commonly used in qualitative research to find and select samples that contain valuable information to make use of most of the limited resources (Patton, 2002). Additionally, it entails discovering and selecting individuals or organizations who are particularly informed or experienced regarding a certain topic of interest (Cresswell, 2011). Different steps were employed to develop the study sample. The University Grants Commission of Bangladesh (UGC) provided list of public and private universities was used for constructing the sample. Based on purposive sampling, 30 university library websites were visited and investigated. First, we checked content available on the university websites.

Later, we looked at the list of university websites and tried to ascertain how many websites give their services during the COVID-19 outbreak. After excluding some of the university library websites from the study, 7 private and 3 public university library websites were selected to conduct this research.

5.3 Checklist development

For the research, a checklist was developed to evaluate the content of the website that addressed five main areas to focus: types of library services provided through virtual mode, initiative for COVID-19, services anticipation on COVID-19, university libraries provided links, search and retrieval interfaces, library resources provided during pandemic with total 30 sub categories. It was designed based on theoretical analysis on possible role of university website and pre-designed checklist by Dadhe (2020).

5.4 Data collection and analysis

Ten selected websites listed on Table 1 were carefully scanned and analyzed based on the checklist at various time during 15 May 2021 to 5 June 2021. The majority of the items on the checklist were scanned by assessing whether they were present and recorded as "YES" or "NO." There is no assessment of the quantity or quality of services provided in any way. (Yoon & Schultz, 2017). Subsequently, the consolidated data were presented in tabulated form using Microsoft Excel for descriptive and statistical analysis.

Table 1: List and website addresses of the university libraries under the study

Sl. No.	University Libraries	Abbreviation	Website Addresses
1	Dhaka University Library	DU	http://www.library.du.ac.bd/
2	Shahjalal University of Science and Technology Library	SUST	http://library.sust.edu/
3	North South University Library	NSU	http://library.northsouth.edu/
4	East West University Library	EWU	http://lib.ewubd.edu/
5	BRAC University Library	BRAC	http://library.bracu.ac.bd/
6	Daffodil International University Library	DIU	http://library.daffodilvarsity.edu.bd/
7	University of Liberal Arts Bangladesh Library	ULAB	https://library.ulab.edu.bd/
8	Southeast University Central Library	SEU	http://library.seu.edu.bd/
9	Bangladesh University of Engineering & Technology Library	BUET	http://lib.buet.ac.bd/home/?q=node/6
10	Islamic University of Technology Library	IUT	http://library.iutoic-dhaka.edu/

6. Findings of the study

6.1 Library service information

The academic library website provides different services via web pages to connect with the user to enhance the teaching, learning, and research process. The uncertain situation of pandemics pushed the university libraries to increase their services more than ever before.

Table 2 summarizes the library services provided by university libraries during the COVID-19 pandemic. The finding shows that all library websites provide information on loan issuance and return services, reference services such as Email/Ask a librarian, and OPAC (Online Public Access Catalog). Figure 2 shows that 100 % library websites ensure loan issuance, reference assistance, and OPAC facilities. Except for Daffodil, BRAC, IUT, and BUET, six library websites provide information on SDI (Selective Dissemination of Information) service. According to Figure 2, around 60% university library websites provide information on SDI services. Eight libraries provide report on the information about current awareness service during pandemic except for DIU and BRAC University library website. 80% of the library websites gives the list of CAS (Current Awareness Services) service. The Libraries of NSU, EWU, Daffodil, ULAB, BRAC, IUT, BUET, and IUT show Institutional Repository (IR) on their websites. It

revealed that 80% of the library websites in Bangladesh provide information about the Institutional Repository. The library website of BRAC, DU and SUST provide RSS facility, which is only 30%. On the library webpage, there are different links that are connected to subject gateways, journals, consortia, Google Scholar, etc. 90% libraries include the link on the home page. NSU, BUET, DU, and SUST show the information of Reprographic Service on their library websites. 40% of library websites provide the Reprographic Service information, and 70% give information about site search.

6.2 Initiatives for COVID-19

To ease the information searching work with enhancing the visibility of the resources, university libraries take different special services as an initiative on COVID-19. Six libraries have created a one-stop platform for useful services by grouping them together under one title: library services during COVID-19. About 50% of university libraries provide library services during pandemics on the websites. According to Table 3 It is observed that four universities library website gives expanded trial service except for Daffodil, IUT, SEU, BUET, DU and SUST. The percentage of library websites that give expanded trial services is 40%. However, Figure 3 shows that the library website provides 80% information on online research support, 70% on free resources, 80% on research assistance/plagiarism checks. Besides, 60% of library websites have information on the webinar, virtual events, and training.

Table 2: Library services delivered during the COVID-19 crisis

Services	NSU	EWU	DIU	ULAB	BRAC	IUT	SEU	BUET	DU	SUST
Loan issue and return	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Reference service/ Email/Ask a librarian	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
SDI service	YES	YES	NO	YES	NO	NO	YES	NO	YES	YES
Current awareness service	YES	YES	NO	YES	NO	YES	YES	YES	YES	YES
OPAC	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Institutional Repository	YES	YES	YES	YES	YES	YES	NO	YES	YES	NO
RSS	NO	NO	NO	NO	YES	NO	NO	NO	YES	YES
Links	YES	YES	YES	YES	YES	YES	NO	YES	YES	YES
Reprographic Service	YES	NO	NO	NO	NO	NO	NO	YES	YES	YES
Site search	YES	YES	YES	YES	YES	YES	NO	YES	NO	NO

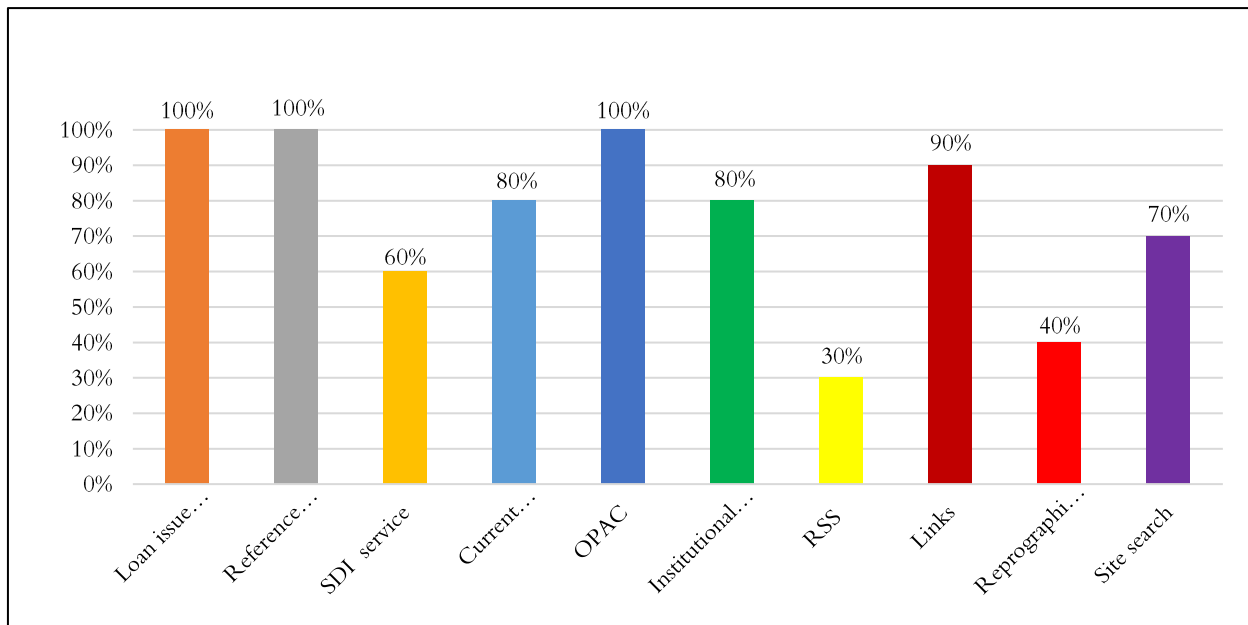


Figure 2: Library service delivered during the COVID-19 pandemic crisis

Table 3: Library initiatives for COVID-19

Services	NSU	EWU	DIU	ULAB	BRAC	IUT	SEU	BUET	DU	SUST
Link to special services during COVID-19	YES	YES	NO	YES	YES	NO	NO	NO	YES	NO
Expanded trial service	YES	YES	NO	YES	YES	NO	NO	NO	NO	NO
Online research support	YES	YES	YES	YES	YES	NO	YES	NO	YES	YES
Free Resources	YES	YES	YES	YES	YES	YES	NO	YES	NO	NO
Research Assistant/Plagiarism Check	YES	YES	YES	YES	YES	NO	YES	NO	YES	YES
Webinar/ Virtual Event/ Training	YES	YES	YES	YES	YES	NO	YES	NO	NO	NO

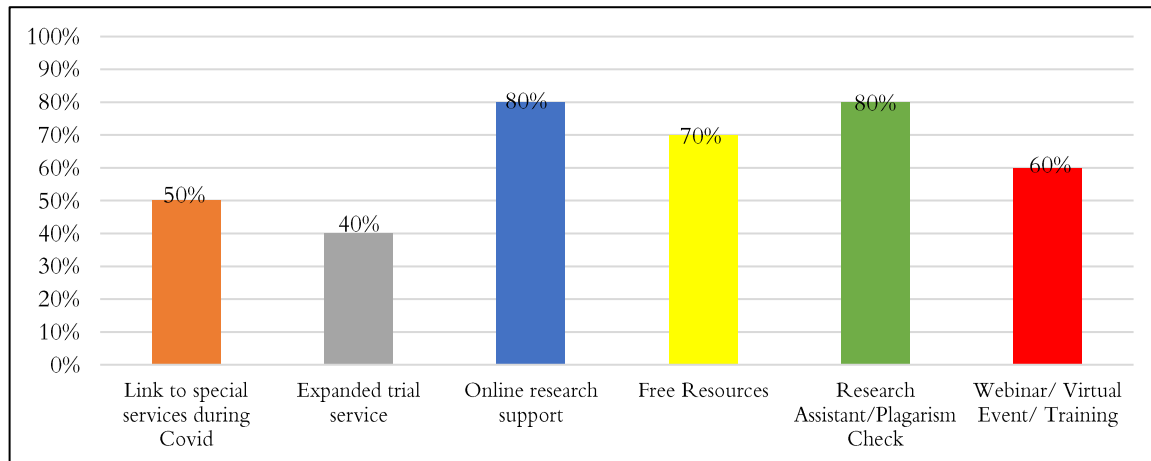


Figure 3: Initiatives for users during COVID-19 through university library websites

6.3 Service-related responses due to the COVID-19 situation

It is indeed a challenge for libraries to ensure the safety of the staff and provide services in terms of the situation required. Table 4 discusses the services in anticipation of COVID-19 situation. Almost all libraries have restrictions on specific services, such as the COVID-19 awareness service and the COVID-19 academic resource supply. Because of the lockdown, seven libraries have implemented restrictions on the working hours of their employees

Table 4: Service-related responses considering the COVID-19 situation

Services	NSU	EWU	DIU	ULAB	BRAC	IUT	SEU	BUET	DU	SUST
Restriction of working hours	YES	YES	YES	YES	YES	NO	YES	YES	NO	NO
Restrictions on certain services	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Remote Access	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
COVID-19 scholarly resource	YES	YES	NO	YES	YES	NO	NO	NO	NO	NO
COVID-19 awareness service	YES	YES	NO	YES	NO	NO	NO	NO	NO	NO

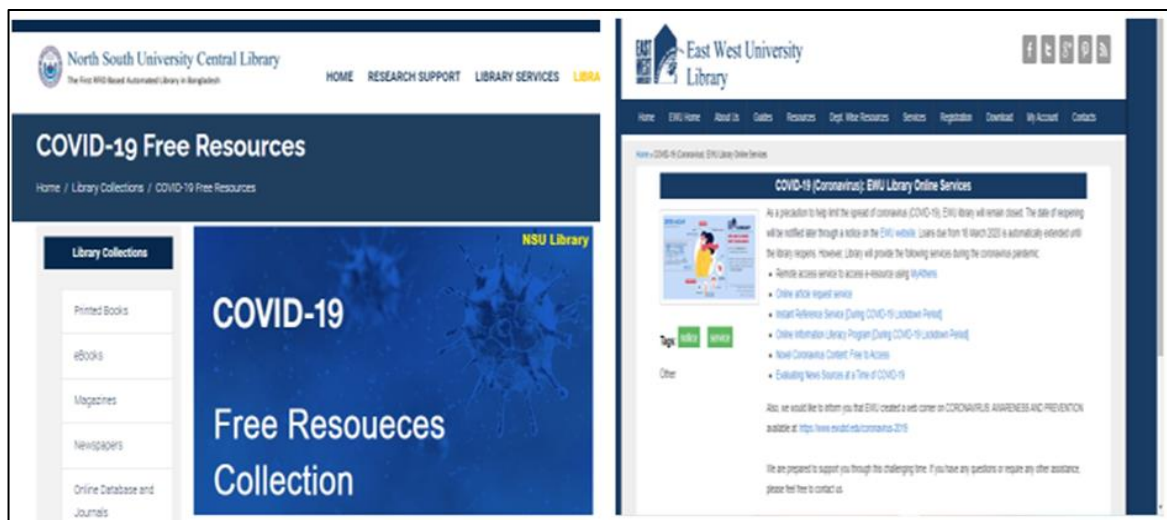


Figure 4: NSU and EWU special service on COVID-19

Figure 4 indicates that NSU and EWU library webpages show their special services on COVID-19. Figure 5 reveals that 100% libraries have the restriction service like in house reading facilities in library and 70% have on the working hours .However, all libraries started to provide remote access for their users. To facilitate and enhance user knowledge, libraries have scholarly resources or services relevant to COVID-19.

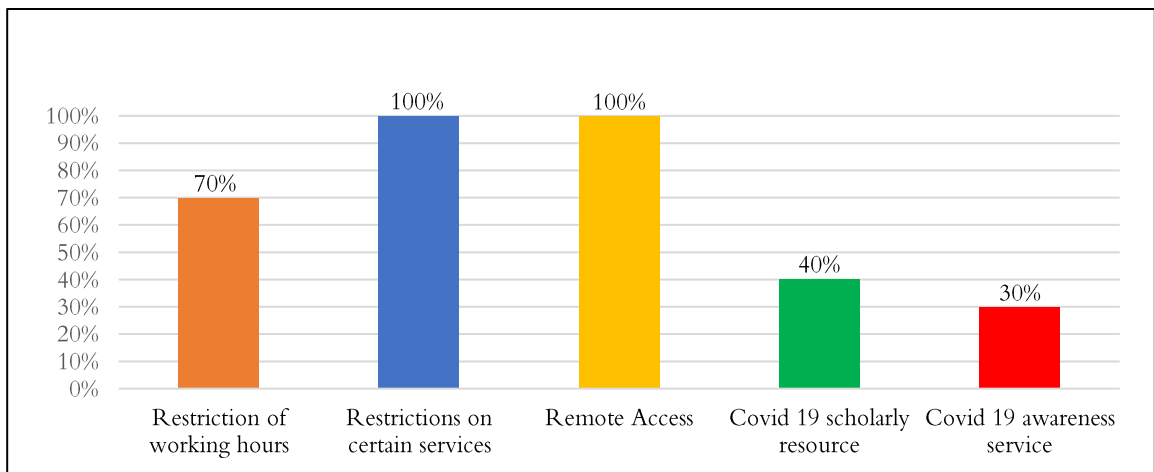


Figure 5: Service-related responses considering the COVID-19 pandemic

Figure 5 shows that 40% of libraries offer scholarly resources about COVID-19, while only 30% of libraries offer COVID-19 awareness services.

6.4 Library resources during the COVID-19 pandemic period

Table 5 shows information about resource delivery in the COVID-19 pandemic,

including subscribed online bibliographic databases, e-book collections, journals list, and CD-ROM databases. All the library websites ensure resource delivery on subscribed online bibliographic databases, subscribed e-book collections, journals list, and six library websites on CD-ROM databases.

Table 5: Library resources delivery in the COVID-19 pandemic period

Services	NSU	EWU	DIU	ULAB	BRAC	IUT	SEU	BUET	DU	SUST
Subscribed online bibliographic databases	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Subscribed e-book collections	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Journals list	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
CD-ROM databases	YES	YES	NO	YES	NO	YES	NO	NO	YES	YES

Figure 6 presented that 100% of library websites provided resources like subscribed online bibliographic databases, subscribed e-book collections, journals list, and 60% of library websites provided CD-ROM databases.

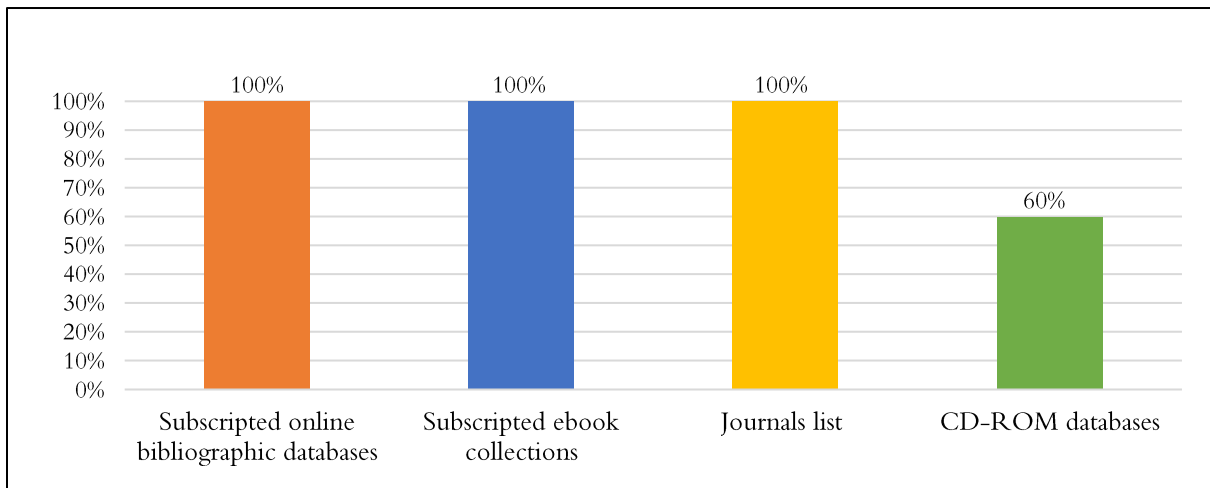


Figure 6: Library resources delivery in the COVID-19 pandemic period

6.5 Link, search & retrieval interfaces

Table 6 mentioned some of the required general queries of library websites like Downloads, FAQs, Contact, User education, Instructional Help. Figure 7 presented that 100% of library websites provided links, search and retrieval interfaces such as Downloads, FAQs, contacts. NSU, EWU, DIU, ULAB, and DU contain user education on their library websites except BRAC, IUT, SEU, BUET, and SUST. About 50% of library websites show information of user education. Moreover, seven library websites confirmed information about instructional help. It is observed that 70% of the library websites show instructional help information.

Table 6: Link, search, and retrieval interfaces

Services	NSU	EWU	DIU	ULAB	BRAC	IUT	SEU	BUET	DU	SUST
Downloads	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
FAQs	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Contact	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
User education	YES	YES	YES	YES	NO	NO	NO	NO	YES	NO
Instructional Help	YES	YES	YES	YES	YES	NO	NO	NO	YES	YES

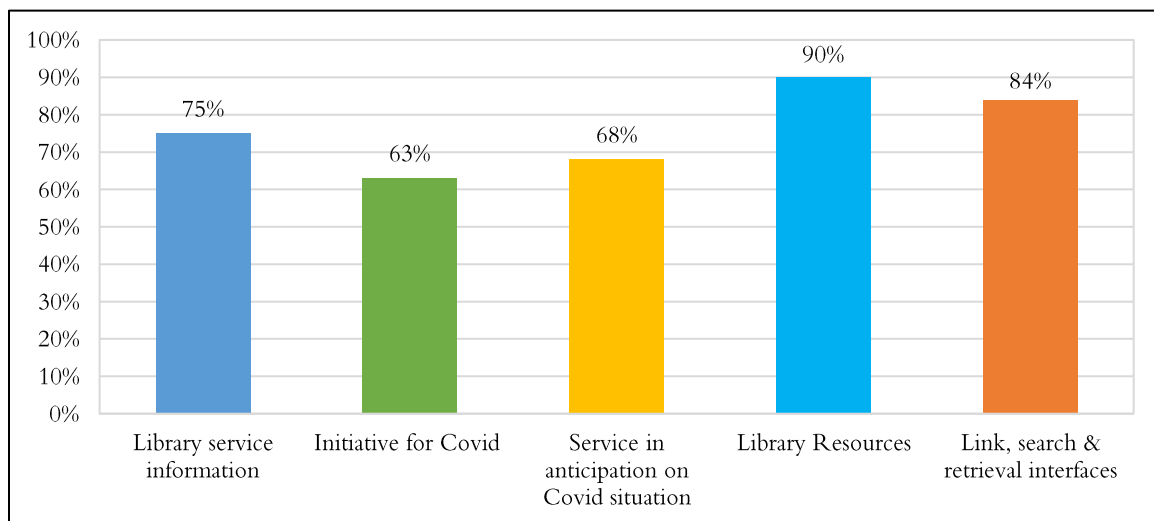


Figure 7: Link, search & retrieval interfaces

Findings from the study revealed that 75% of library websites provide information on library services provided during the COVID-19 crisis (Figure 8). The “About services” are loan issue and return, reference service/ email/ask a librarian, SDI service, current awareness service, OPAC, institutional repository, RSS, links, reprographic service, and site search. About 63% of library websites take the initiative on COVID-19 pandemic like online research support, free resources, research assistant/plagiarism check, webinar/virtual event/ training. About 68% of library websites mentioned facilities in anticipation of the COVID-19 situation. Besides a total of 90% of library websites provide responses on the required resources by the users, and 84% of the library websites respond to queries related to link, search & retrieval interfaces.

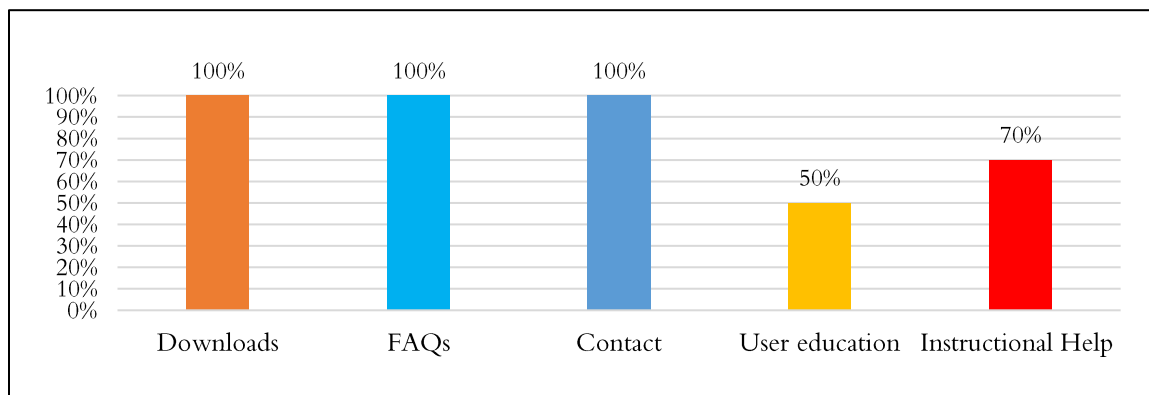


Figure 8: Library website response during COVID-19

7. Research limitation and implications

The outcomes of the study are fully based on the contents of websites that were accessible on the day of the assessment. Some services supplied by libraries during the pandemic may not have been reported in the study due to the ephemeral nature of web information. Secondly, services provided by the libraries under consideration that were not accessible through their websites were not evaluated because of technical difficulties. As a result, it is not possible to claim complete coverage. Nevertheless, future research should concentrate on longitudinal content analysis of the websites of Bangladeshi university libraries in the post-COVID-19 era. Apart from the findings, the research establishes a road map for the possibilities and application of mobile technology in library services in Bangladesh.

8. Discussion and recommendations

According to the country's official statistics, the unusual situation created by the COVID-19 virus has resulted in one of the most severe massive closures of key services in Bangladesh's history. Many university libraries have been forced to react and evolve in response to the circumstances and provide critical online services to support students to cope with the critical COVID-19 environment. When we compare our research

findings to the findings of Dadhe, we discover that the university library website in India receives a greater COVID-19 response than the website in Bangladesh (Dadhe, 2020). Dadhe reported that only 3 out of 22 university library website has a restriction on certain services. On the other hand, according to our findings in Bangladesh, 10 out of 10 websites have some restrictions on certain services. Furthermore, nine university libraries (40 percent) in India provide special services during COVID-19, whereas the Figure in Bangladesh is around 50%. Pawelski (2021) reported that the 2019–2020 data Tables of the Statistical Report of North Carolina Public Libraries indicated that except one, every library in the sample provided adapted services during the COVID-19 epidemic (Pawelski, 2021). On the other hand, according to the research findings, only 63 percent of Bangladeshi university library websites took initiatives in the COVID-19 environment.

The following recommendations are based on the research findings and can help improve the university library websites for better service during COVID-19 and after the new normal situation.

(a) University libraries in Bangladesh should place greater emphasis on ensuring the availability of services through library websites. Libraries can give service to all library customers 24 hours a day, seven days a week, by providing unlimited access to the libraries' websites (Adigun, 2020).

(b) Along with educational, recreational, and socio-economic value, all libraries need to provide COVID-19 awareness service so that it creates awareness about pandemic to citizens in the community.

(c) Preventing inadequate ICT skills and lack of basic knowledge, libraries can arrange various virtual training and webinars to cope with the prevailing situation.

(d) University websites need to focus more on providing SDI service to the users so that they can find the right resources at the right time.

(e) For engaging users with research, all library website need to ensure research tools and related resources with special feature in their services.

(f) University libraries need to draw up policies that will help them post pandemic situation. The policies can be the special budgeting to facilitating the COVID-19 situation, website servers outreach capabilities, training for positioning skilled staff for libraries and tech savvy librarians.

9. Conclusion

The COVID-19 pandemic is an unprecedented incident and its negative impact has already affected the educational system. As a result, students must be prepared to adjust to the changed circumstances. Researchers and educational administrators are collaborating to identify innovative ways to make universal education guidelines available to all students. To successfully raise awareness and work towards containing the spread of the COVID-19 in countries like Bangladesh, numerous governmental institutions are encouraging positive changes, boosting remote services, and fostering

development, orientation, and reorientation in the society. The role of the university libraries are significant in this regard..

Furthermore, providing remote access to e-resources via library websites is not a new idea, but the number of resources offered by them and user-friendly ways of adoption during the pandemic is exceptional. However, because of strict government protocols, it will be crucial for university libraries to re-evaluate every existing feature in the services and re-design it. This study aims to examine how university libraries in Bangladesh responded to and contributed to the fight against the pandemic in real-time during COVID-19. For the research, we used the content analysis approach where purposive sampling technique is used to select ten library websites of public and private universities. Besides, a checklist was developed to evaluate the content of these library websites. Our research analysis provides strong evidence that can be the basis for university libraries to taking optimistic decisions while refining the existing features or selecting any new features in the services in the post COVID-19 environment. This study assists the students to understand the services and facilities provided by library websites, and also assists the university libraries in building a robust e-platform. According to our observations, many public university libraries in Bangladesh continue to struggle to establish a robust e-platform for providing online key services. According to the results, the ratio of providing remote services of private universities is larger than compared to public universities.

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