

Paper for the XVII Annual Serbian Library Association Conference

Organized by:

Serbian Library Association

Topic:

"Mobile Librarianship: reaching remote users through mobile applications, services, and ideas".

Date

14-15 December 2020, in the city of Kragujevac

Title of proposed presentation

Digital librarianship during COVID-19

Abstract (no more than 300 words)

In the Netherlands we offered digital services to public libraries and to patrons as well, which follows the pre-COVID 19 situation. The 'intelligent' lockdown imposed by the Dutch government suddenly affected the way how we offered the digital services. It had caused an immense increase in people to read books as part of comfort during the pandemic. As consequence there was a huge demand for the online library as digital service. Libraries learnt fast and flexible. They were able to act in a short time, e.g. pandemic situation. Pragmatic solutions and creative ways of working became part of a learning curve for librarians. Thus the KB as leading organisation headed the collaboration between libraries and the development of new digital services as part of the mobile librarianship. Mobile librarianship in times like pandemic may serve as an innovative way to reach patrons in remote situations, however in our experience this development depends on the mobile technologies that come with it. In the Netherlands the 'intelligent' lockdown resulted in reading books became as popular as watching Netflix. 50% of the Dutch population read a book, e-book or listened to a audiobook during the lockdown. The KB believes that our expertise on the technological side may help other libraries to overcome their innovative challenges for developing mobile librarianship.

Name of presenter(s)

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Short biographical statements(s) regarding the presenter(s) – no more than 50 words

I have been active since 2011 within public libraries and since 2015 at the National Library. I have a background in ICT and digitization but more recently have broadened my expertise to include digital inclusion, digital innovation and supporting local libraries

Up to six key words describing the content of the presentation

Digital services, reading, app.