China's libraries in the COVID pandemic
— Cases Study of Shanghai Library

Xu Qiang
Director of Reader's Service Center
Shanghai Library & ISTIS
Member of IFLA Public Libraries Standing Committee
E-mail: qxu@libnet.sh.cn

2021.3.12
Comprehensive Research Public Library and Center for Industrial Information

Main Library of the Shanghai Central Library System

National Postdoctoral Research Center/the Ministry of Culture and Tourism Research Center for Public Culture Affairs/Shanghai Historical Collection Preservation and Conservation Center

"Cutting-edge Technology Development Research Center" of the Shanghai soft science research base/the Information Center of Shanghai Cultural Creative Industry

Collection of over 56,000,000 items in Chinese and foreign languages, including unique resources such as rare books, letters and rubbings, celebrity manuscripts, genealogical records and local histories, Western rare books, sheet music, modern newspapers and periodicals, and patents and standards. The Library has a total area of 127,000 square meters.
Challenges and Opportunities
Challenges and Opportunities

- Shanghai Library was closed on January 24, 2020

Online Service/Teleworking
- Shanghai Library partially reopened from March 13, 2020

Circulation
- 50% Reading Seats and Services resumed on May 20, 2020

Reading
- 75% Reading Seats and Services resumed on September 10, 2020

Reference Service
Preparation

- Book Processing/Shelving
- Library Reservation System & Telephone Booking
- Patrons Moving Line & Facilities
- Disinfection facilities
- Seats Adjustment
- Human Resources Preparation

Librarians/Security Guards/Volunteers
Challenges and Opportunities

① Library Reservation
- QR Code from WeChat or By Telephone

② Health Code
- QR Code or Traveler Version

③ Facilitate the elderly and the disabled
- Paper Certificates
Challenges and Opportunities

① Registered Readers
5.37 Million ↗ 0.29 Million

② Visitors
2.32 Million ↘ 36%

③ Online Visitors from Social Media
40.16 Million ↗ 280%

④ Circulation
2.45 Million ↘ 43%
Challenges and Opportunities

① Wear Mask
② Wash Your Hands Often
③ Disinfection
④ Keep Social Distance
⑤ Keep Ventilation
Against the Fake News and Reading Promotion
Against the Fake News

HOW TO SPOT FAKE NEWS

CONSIDER THE SOURCE
Click away from the story to investigate the site, its mission and its contact info.

READ BEYOND
Headlines can be courteous in an effort to get clicks. What's the whole story?

CHECK THE AUTHOR
Do a quick search on the author. Are they credible? Are they real?

SUPPORTING SOURCES?
Click on those links. Determine if the info given actually supports the story.

CHECK THE DATE
Reporting old news stories doesn't mean they're relevant to current events.

IS IT A JOKE?
If it is too outlandish, it might be satire. Research the site and author to be sure.

CHECK YOUR BIOS
Consider if your own beliefs could affect your judgement.

ASK THE EXPERTS
Ask a librarian, or consult a fact-checking site.

IFLA
Professional Reference Service
Access
Accurate Information

https://z.library.sh.cn/subject-homepages/309eeebf-1999-43e0-adb4-d59178418834
Librarians Play Live Stream

Reading Promotion
2020 Online Exhibition of Anti-epidemic Manuscripts from Celebrities
Online Exhibition of Anti-epidemic Manuscripts from Celebrities

Zhang Wenhong  
Director of the Department of Infection, Huashan Hospital Affiliated to Fudan University; leader of the Shanghai Covid-19 Medical Treatment Expert Group

Wen Yumei  
Medical Microbiologist, Virologist  
Academician of Chinese Academy of Engineering
Online Exhibition of Anti-epidemic Manuscripts from Celebrities

- More than **90 Manuscripts**
- More than **30 pieces of anti-epidemic items** with historical literature value were donated by anti-epidemic workers
- More than **900,000 page views** in one month

- Librarians collaborate with IT librarians
- HTML5 site published on Wechat and Web site for easy accessing via cell phone
- Developed and deployed in less than one week

https://library.sh.cn/zt/mrsg2020/?oIrlJflhVrpT=1613442496247
Mobile Cabin Digital Library of Shanghai Library
Mobile Cabin Digital Library of Shanghai

https://e.library.sh.cn/zhuanti/FangCangLibrary/

- E-book 17000 items
- English E-Book 4500 items
- Audio book 20000 hours
- Video for Reading 3500 items
- Shanghai Library e-Lecture 530 units
- Genealogy Image Database 30000 items
- Periodical of the Late Qing and MinGuo 20000 items
- Photo Gallery 800,000 photos and pictures
- Online Exhibition of Anti-epidemic Manuscripts from Celebrities
Mobile Cabin Digital Library of Shanghai Library

- Shanghai Library & Hubei Province Library
- Published digital collection packages for patients and medical staff in Wuhan Mobile Cabin Hospital
- E-book license is opened to the readers in Wuhan included English E-books from OverDrive by registering with mobile authentication
- Librarians collaborate with IT librarians
- HTML5 site published on Wechat and Web site for easy accessing by smart phone
- Developed and deployed in less than 3 days
- A daily live stream of interview or reading recommendation

https://e.library.sh.cn/zhuanti/FangCangLIbrary/
The Night of Shanghai Library

- World Book and Copyright Day
  April 23, 2020
- Reading Promotion Activity & Live Stream
  Writers Interview Live Stream
  Virtual Exhibition Tour
  Virtual Tour for Shanghai Library
  Cultural and Creative Products & Readers' Interactive
  Director of the British Library and Director of Milan Central Library recommended books through the VCR
  Display inscriptions and rubbings mounted skills
- Live Stream: 827000 visitors

Reading Lights Up the City
Reading Brings Warmth
Volunteers Reading Activity——Tale Telling to Children from Families at frontline for Fighting the Epidemic
Tale Telling to Children from Families at frontline for Fighting the Epidemic

- AJMIDE : Mobile Social Audio Platform
- Published digital audio and text, graphic materials for patrons
- More than 90 Voice Volunteers
- 92 Audio Stories
- More than 2.11 Million Listeners

http://m.ajmide.com/m/audioalbum?phid=43855985&isshared=1
"My Fight Against Epidemic" Reading Marathon

Online Flash Mob Race
March 5, 2020

Shanghai Library & 337 Libraries from Hubei, Jiangsu, Zhejiang, Anhui Province and Shanghai

Read a chapter of E-book together in one hour and test some questions from the book online

E-book license is free for all players reading online

Librarians collaborate with Reading Group and publish the activity online

19003 Registered Players

13667 Players finished due to the system almost collapsed under the strain of concurrency

The activity is so hot among the young reading group
Reading Marathon Online Flash Mob

“我的战疫”阅读马拉松快闪赛专题页面

参赛说明

报名参赛

比赛用书下载

开始答题

成绩查询

答题期间常见问题QA

其它常见问题

报名截止时间：2020年3月5日18:00

比赛进行时间：2020年3月5日19:00-20:00

答题开放时间：2020年3月5日19:40-20:00

阅读马拉松
Virtual Reference Desk & AI Robot Assistant

http://vrd.library.sh.cn/
"Tu Xiaoer" Virtual Robot Assistant

- Made great contributions to the readers' reference services in response to the epidemic and the restoration of the library's opening service when she was working on the WeChat official account of Shanghai Library.

- The total number of WeChat reference services from mobile terminal such as cell phone or tablet: **337,615** from November 2019 to October 2020, with growth of **59.12%**.

- Among them, 23,677 Q&A were answered manually via Librarians (32 questions every day on average).

- "Tu Xiaoer" Virtual Robot Assistant: **313,938** (860 Q&A every day on average), an increase of **47.96%**, Virtual Robot Assistant accounted for **93%**.

http://shlibrary.faqrobot.cn/robot/h5chat_SHTSG.html?sysNum=148997688742318882&stid=oG_RsuFhKHSUVvHns9JN9tIGuo6Y
Q&A

Xu Qiang
Shanghai Library & ISTIS
qxu@libnet.sh.cn