7.2.1 – Describe at least two institutional best practices (1500 WORDS)

1. Title: **SOCIAL SPACES IN LIBRARY FOR NEW GENERATION USERS**

a. Objectives: To provide the required space to on their desks and mobile gadgets, the 'Physical Space', the 'Third Space' in the libraries to access physical and digital resources, quality of services and staff, specific learning needs and other facilities are the prime concern in present changing scenario.

b. The Context:- It is observed that there is a considerable decline in circulation of print materials, reduced use of reference services, falling gate counts in libraries and the New generation users want libraries, a place meant for group interaction/learning, hold meetings, study in groups, use mobiles/laptops/other learning devices, hold discussions over a cup of tea/coffee and a silent place for self study. Librarians are concerned now how physical libraries increasingly serve an important role as a 'social space', reflecting the changing nature of teaching/learning. Thus there is a need for a more "social" approach in academic libraries by expanding group study spaces and developing 'Information Commons' 'Makerspaces' 'Academic Commons' 'Knowledge Commons' 'Creative Commons' space for 'Ideators, Tinkerers and Makers' 'Collaborative Work Spaces' 'Learning Commons' etc.

c. The Practice: To meet the changing needs of the users and learning attitudes the Learning Resource Centre considered introducing following four important spaces. Social space for Interaction and Knowledge exchange. Quiet space for contemplation. Makerspace for Innovation. Neutral and trusted space for use and a peaceful place for insightful work. After deliberations a few following unique best practices/facilities of Social Spaces have been introduced. Makerspaces, Information Commons, Study Carrel, Creative Commons, Collaborative Workspace to turn the knowledge into action. Group interaction space for social, creativity, brain storming, problem solving, idea generation etc. Internet, Wi-Fi, Power plugs points provided in study carrels, reading/study zones. Support material required for project work, classroom assignments, demos, presentations etc. Multiple User Spaces to explore, learn, and use tools, materials both physical and virtual to develop scientific temper and creativity. Discussion Rooms converted into Ideators, Tinkerers, Makers etc. Users allowed to carry personal Laptops, Cell phones, iPads, Kindle e-readers, Tabs and other gadgets inside the library. Coffee/Tea/Snacks Bar, Relax/Comfort/Casual Reading areas with Newspaper and Magazine zone, separated from main reading/study area to facilitate more social interaction. Library Users can relax, rejuvenate and use their cell phones in this area. 'Ask-the-Librarian – eQuestion Point Service' a complete e-reference management system for increased use of library resources, borrowing, visits to the Library by the users and greater participation in development. Virtual Learning Resource Lab for independent, interactive and self learning. Facilities for data analysis, software for RD, MOOCS, and Audio/Video lessons have been established. One hundred apple computers have been installed in Virtual Learning Resource Lab, a unique facility as a social space for group learning and independent/interactive learning. Reading Room tables and chairs are specially designed to break monotonousness of continuous sitting. Seating arrangements and Sound Masking in reading hall provide privacy for small group discussions/interactions and possible distractions.

d. Evidence of Success: The Best Practice has largely contributed in attracting more demanding complex users and offering them new experiences, empathy, learning, activity, contemplation, seriousness in reading/reference etc. The visitors count at the Gate has drastically increased and the Library has emerged as first stop contact point for information and one of the prime learning centers on campus. These new approaches and Best Practice adopted have resulted in receiving LibTech Award - 2019 for

Best Technology Enabled Library and TCSiON EdTechReview - Best Use of Technology in Higher Education Award – 2019.

e. Problems Encountered and Resources Required: While planning the new facilities following aspects were considered to ensure increased efficiency and greater impact. • Reasons for decreasing trend of less of library dependence/usage and identify issues by conducting a survey. • Introducing multipurpose facilities without losing core focus of information and knowledge provider/delivery. Separate space for Internet Wi-Fi, power plug points and informal sitting facilities. • Attractive interior design, amenities, improved ambiance etc. New designs and congenial atmosphere to new breed of users who are impatient, creative, expressive and social. Providing social spaces and information in the format that the users community needs.

2. Title of the Practice: **ALIVE virtual classroom, an effective and user friendly online learning environment is self-Designed by Academicians for Academia.**

Objectives of the Practice: From the onset of 2020 due to pandemic, online courses, live streaming classes and live events conducted around the world grew rapidly. Many existing meeting Software altered their existing webinar hosting platforms to suit the growing demand. However, this was never going to be a permanent solution for academics. Alive, on the other hand, was designed and developed along with hundreds of academicians to overcome the shortcomings of the regular live webinar platforms. Alive has an integrated learning management system that can be integrated with ERP. The best feature of Alive is that the platform can be customized to suit needs. Alive – Virtual online classroom platform is

1. USER FRIENDLY: Use seamlessly across all platforms including Desktop, Laptop and other Mobile Devices.
2. BUILT FOR ACADEMIA: Tested positive for awesomeness with over 15,000 students and over 2000 staffs.
3. FLEXIBILITY: Customise the software to the needs of each individual in your organisation.

The Context: Today there are several Software and virtual platforms that are used to deliver online classes. The truth is most of these Software are neither school nor colleges/university friendly and flexible to meet the needs of universitys/colleges. Alive is a Learning Management System (LMS) that can transform the future of learning in academic institutions. If you are looking to shift from or add to your traditional training methods to providing e-learning courses through a reliable Learning Management System (LMS), Alive could be the platform for you.

The institution has an Enterprise Resource Planning Software (ERP) implementation in place, the Alive team will help to integrate the platforms. One of the leading reasons for choosing Alive over other webinar software is that it is a mobile device friendly application. The user interface of Alive can make online learning more engaging across all platforms such as desktops, tabs and mobile devices. Alive has an integrated learning management system that can be integrated with ERP. The best feature of Alive are user friendly, built for academia and flexibility in customizing to meet the institution/user needs.

The Practice: The Alive LMS has been reviewed by several faculty members as being more advanced and user friendly compared to the other online webinar platforms and e-learning services. For schools, colleges and universities without an ERP module for faculty or an ERP software, Alive has a stand-alone built-in resource system. This virtual classroom tool can also be used to conduct live webinars and in the current scenario used for social learning and meetings, Making Alive the best solution to the modern-day education problems.

One of the key features of Alive is the ability to audit live classes. Auditing takes place across various levels. Alive can be used to give special privileges as required by the institution.
The platform is designed to
- Work on all operating systems seamlessly unlike most of the conventional webinar platforms.
- Alive can be integrated with any existing ERP and attendance is taken in real-time making the learning experience more user friendly.
- Designed for interactiveness rather than one way delivery
- From teaching to assignments & assessments on one platform
- Clearly defined roles give appropriate access and control of the platform from students to the Chancellor / Principal.

Evidence of Success: The Acharya Alive virual classroom platform integrated with ERP has enabled an easy transition during the time of CoViD as it has helped not just in setting up an online infrastructure for classes but also to effectively track the progress made by each individual. With Alive's LMS features you will also be able to share learning materials, conduct training programs, create courses and deliver, engage in social learning and do much more. The system has also passed a test run in one of India's largest universities with 15,000 students. Since mid of 2020 we have conducted online courses, live streaming classes and live events on Alive platform successfully.

e. Problems Encountered and Resources Required : To come up with relevant modules that would work seamlessly across all platforms for a campus of 15,000 was the first challenge. A team of experts were given the problem and were assigned to develop a method to make the entry/retrieval of data easy , with emphasis on conveying information relevant to each user. It also was important to ensure that access was given need based and hence division of privileges had to be made according to each department within the campus. The next problem was the potential risk of having a surge of users, this was dealt with upgrading to a to a more stable server. For students it was important to create an application as the number of mobile users are on the higher end.