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BOOK OF ABSTRACTS

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**Challenges and Opportunities for  
Libraries in the New Normal**



**National Institute of Library and Information  
Sciences (NILIS)  
University of Colombo, Sri Lanka**

**Challenges and Opportunities for Libraries  
in the New Normal**



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# Challenges and Opportunities for Libraries in the New Normal



National Institute of Library and Information Sciences  
University of Colombo, Sri Lanka

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**TRACKING PATRONS USING KOHA IN - OUT MANAGEMENT SYSTEM:  
A CASE BASED ON LIBRARY SYSTEM, UNIVERSITY OF RUHUNA**

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As the COVID-19 world pandemic rages, the governments around the globe had to take measures for contact tracing to identify the individuals who had close contacts with COVID-19 positive individuals. As a result of this, some governments introduced apps that can be used to track the commuting of individuals. However, the majority of shops, organizations and service providers in Sri Lanka used pen and paper method to record their visitors. Due to the nature of COVID-19 spreading through contact, some visitors were reluctant to use pen and paper to provide their information. Moreover, some individuals who write their personal information in such registers faced harassments by revealing their contact numbers and address to unknown people. As a place with a vast diversity of user visits, libraries also faced this problem. Hence, the University of Ruhuna Library decided to implement a patron tracking system using existing resources. The University of Ruhuna library system has been automated with the use of Koha library management system. In 2018 March, Koha system introduced a plugin named “In-Out Management System” to track the patrons who visited the library or sections in the library. The In-Out Management System scans the patron ID at the entry and exit. Using patron ID, patron information are extracted from the library database in Koha. As the library database contains accurate information about each individual in the university, it was the best option to track the library visitors. However, the library had to customize the In-Out Management System to extract information from individuals who have temporary registration number, NIC number and UPF number as the patron ID. This system can use to generate statistical reports regarding library visits, usage of sections/collections, and usage of reading spaces with accurate information. This system can be further developed by using location QR codes to indicate different locations.

**Keywords:** *Contact tracing; COVID-19; Integrated library management system; Koha; Tracking patrons.*