



TRANSFORMATION OF ACADEMIC LIBRARY SERVICES IN THE PURVIEW OF MOBILE TECHNOLOGY

Satyabrata Sahoo
Librarian (sr.scale),
Yogoda Satsanga Palpara Mahavidyalaya.

ABSTRACT :

Mobile Technology is common to all of us those who are taking advantage of modern communication technology. Libraries are now a day using mobile devices which are more popular in concern with digital technology deployed in communication in the society. Use of the mobile technology is compelled to change the mode of services provided by academic libraries and help to connect and interact to the users as well as non-users of the library. The paper discusses on the need, advantages, drawbacks, barriers and solutions for propitious implementation of the mobile technology in academic libraries. On the other hand a case study has done in the Central Library of Yogoda Satsanga Palpara Mahavidyalaya (YSPMCL) about the services provided with the help of mobile technology. How far the traditional services of YSPMCL like Reading, Reference, Lending, CAS, SDI, Photocopy and Internet based services reoriented or moderated that have been study carefully and probable suggestion and future planning mentioned in this paper.

KEYWORDS : *Mobile technology based Library, Mobile Technology, Virtual access Library, SMS notification services, Mobile document supply, Transforming agent.*

1 INTRODUCTION

Since individuals have been using mobile devices such as laptops and mobile phones for more than decades, one might argue that the impact of the use of mobile devices on peoples' behaviour in general and on higher education in particular has been relatively gradual⁸. On the other hand, as devices with compelling new features emerge and wireless connectivity is almost ubiquitously available, we may be on the verge of a revolutionary phase of mobile device impact on higher education as well as libraries too. Mobile technology has made communication and information access very convenient and timely to users from the comfort of their own homes and offices, and from wherever they are while on the move with their cellular phone units or PDAs (personal digital assistants). As today's cellular phones have more features and capabilities than ever before, including mp3 players, picture messaging, streaming video, and. become more data-capable, fewer people need a computer to collect information. People use a cell phone as their primary interface for surfing the Web, listening to music, watching television, reading books, and interacting with friends⁴. Libraries are social institutions, connecting people with people and people with information. So this is the



high time to orient all the library services as mobile technology based services and Librarian have to be aware of technological changes, peer forward, and prepare for the future of library mobile interaction.

Yogoda Satsanga Palpara Mahavidyalaya(YSPM) is a general degree college established in the year 1964. It has 16 general subjects and one B.Ed. and M.Ed. department. The number of students in the session 2018-19 is 2173, number of teaching staff 73 and non

teaching staff 24. Yogoda Satsanga Palpara Mahavidyalaya Central Library (YSPMCL) has 32078 books, more than 4000 periodicals and other documents. It has subscribed N-LIST services from INFLIBNET. It is also member of National Digital Library (NDL) and Vidyasagar University Central Library which provides lending and reading services to our users as well as online services of e- resources subscribed by the university. Every time library professionals of YSPMCL organise orientation programme for the better use of all the resources it has. The traditional services gradually oriented due to the use of mobile technology in the library as well as staff also oriented their mode of behaviour, attitude to cope up with this.

2. OBJECTIVES OF THE STUDY

The present study is undertaken the following objectives-

- To be familiar with the concept, issues and identify the facilities offered by the Mobile technology.
- To know the advantages provided by mobile devices for Library Services.
- To identify the YSPM Library services through Mobile Technology based Devices.
- To find out possible solutions to overcome hindrances or barriers

3. REVIEW OF LITERATURES

Keren Mills⁹ (2009) published the research report "M-Libraries: Information use on the move". This research involved an online survey questionnaire of students and faculty at both the UK Cambridge and Open Universities. He found that respondents felt would be most useful to access using a mobile phone: Open hours, Location map, Contact information, Library catalogue (OPAC), Borrowing record. ECAR (2008) Study of Undergraduate Students and Information Technology examined the "technology behaviors, preferences, and attitudes of higher education's undergraduates" and was found that two-thirds of students who responded owned an "internet-capable cell phone", although only 30.8% reported using it to access the Internet. The chief reason reported for not doing so was cost. Todd¹³ (2008) research study "Handheld Librarians: A Survey of Librarian and Library Patron Use of Wireless Handheld Devices" for Collection development at Bradley University. This paper results that librarians rather than patrons had of the need for wireless device access. Ryerson University Library¹³ (2008) conducted a survey of library patrons' cell phone/mobile device usage. They found that of the eleven library services listed in the survey, there were six services that more than 50% of respondents indicated that they would likely utilize via their mobile phones. Karim, Darus&Hussin⁵ (2006) published a refereed research paper, survey to examine the "perceptions and nature of wireless phone use" of students at two Malaysian universities. Although this research was conducted a number of years ago, the results are still relevant in gaining an understanding of which library services students will likely want to use.

4. METHODOLOGY

Present study based on descriptive and observational method. Study conducted based on documents available in printed as well as e-documents related to the topic. Some observation and sharing of knowledge with experienced people of this field are also done. The author is the senior librarian of the institution carefully study the services provided by the Central Library of Yogoda Satsanga Palpara Mahavidyalaya and describe minutely the same.

5. TRANSFORMATION OF LIBRARY SERVICES

5.1 Communication through SMS⁶

Library can provide the information of reserved documents, appraising about overdue books, outstanding fines, reminders to return library items, renew books, library circulars, e-journals subscribed, change in timings, information about important events, loan request etc. to the users automatically by Integrated Library Management Software.

5.2 Library guide

How to use Library that service can be communicated through mobile device instantly as well as one can chat with librarian as and when required.

5.3 Real time Text reference service³

If the library receives a high volume of enquiries that require brief responses, such as dictionary definitions, facts or service information then Librarians can provide instant answers, and links to articles/references in real time.

5.4 My library³

My library is a personal library space where users can find information and resources of their choosing. Users can read alerts, check records, renew resources, request items, track interlibrary loans and document delivery requests, set up email notices of new books and journal articles, set up preferences for catalogue searching, etc.

5.5 Database Browsing

Databases which are designed for PDA accessibility can be accessed easily from anywhere. OCLC's World Cat Mobile application pilot allows users to search for and find books and other materials available in their local libraries through a web application they can access from a PDA or a smart phone.

5.6 E-resources¹

Some publishers are already delivering e-books (both text and audio) that are accessible via mobile phones. It offers access to a variety of databases and digital resources such as e-Books, e-Journals, Web databases, dissertations, audio books, streaming music, films, images and article databases which can be used on mobile. A large collection of audio books both free-and subscription based services are available for download and also transferable to mobile devices. Libraries can make use of multimedia messaging service (MMS) on mobile devices to share photos, videos, and audio. Most of the e-book publishers provide 24x7 accesses to the library subscriptions from any internet terminal within the campus, as well on mobile devices, such as iPads, Android devices, and Kindle.

5.7 Formal Education, Distance Learning and E-learning²

Library services should also blend with teaching and research practice of colleges/universities, scientific community or other patrons whom they serve for their formal education, distance learning and e-learning.

5.8 Mobile document supply

Document may be supply to the users by scanning from library collection as well as e- documents according to their demand.

5.9 Library Virtual/ Audio Tours²

Sometimes some instructions, orientation programme etc. have been recorded and add to the website of the institution. These can be downloaded by the users. This is very much useful and also save the time of the staff as don't have to instruct users again and again.

5.10 QR Codes on Mobiles

QR code stands for 'quick response', and basically two-dimensional codes that can contain any alphanumeric text and often used to store urls, text, etc. This codes can be scanned and read by mobile device will help to accessed information very easily.

9. Mobile based site development tools¹¹

While libraries can make their own mobile sites, there are also different services that translate the website into a mobile friendly interface .via the use of CSS (Cascading Style Sheets) or ADR(Auto-Detect and Reformat Software) which allows a website to rearrange its control and navigation to suit the size of the screen it is being viewed on. That way websites will look good on all sizes of screens including the popular net books and libraries will be well positioned to meet future demand. The Library websites (with or without OPACS) which are especially designed for viewing on mobile devices are as-American University Library, Boston University Medical Centre Mobile Library, Cambridge University Library, Cornell University Library, Duke University, Florida International University Libraries, London School of Economics (LSE) Library

6. Advantages of Implementation of Mobile Technology in Academic Libraries

6.1 User-friendly Aid³

Familiarity with their own devices and technology helps the users in accessing information quickly and does not require orientation and training. Mobile users are using the facilities on mobile phones like SMS, instant messaging, web browsing, e-mail effortlessly to communicate. Most of these features are pre-installed on mobile devices or option for data plan packages.

6.2 Specific Service

This service helps users to interact with library staff to seek specific information or reference away from library.

6.3 Accessibility of Information⁷

Information access from anywhere at any time will be of great help for users who cannot visit library in person and provides a constant link to required information resources.

6.4 Time Saving

Users need not record information about resources while browsing and searching library resources or wait at library transaction counter to renew/reserve books and hence the time of the user is saved.

6.5 Limitless Access

All online resources accessible on their desktop also become accessible through mobiles.

6.6 Access to Physically Exceptional Users

Mobiles communications help providing services orally to vision-disabled and physically handicapped users.

7. Mobile technology based services in YSPMCL

7.1 Reading and Reference Services

In the library users can read or consult e-resources using their own PDAs. Users usually use mobiles and laptops in the library to read e-books, online Periodicals etc as available in N-LIST services of INFLIBNET. They can use all the resources in any place using user id and password round the clock.

7.2 Lending services

Now there is no such document delivery services provided the library.

7.3 SDI and CAS

SDI and CAS are provided to the users by providing SMS of the information of New Arrivals of documents, notices, news paper clippings etc.

7.4 Photocopy and Scan

Users are allowed to take photocopy of some pages of documents by their own devices.

7.5 Social Media

Institution has one face book account and five whats app groups. Facebook account for all through which notices and other information may communicate with all the users. This account handled by librarian. Personal chat also entertained through face book as well as messenger also. Whats app group are only for staffs' communication, meeting notification, current news, social status and sharing of general knowledge etc.

7.6 Website

YSPMCL has its own website i.e. www.yspmlib.org which can provide online services to users. Users can search library holdings from anywhere, place requisition for lending documents, message to library professionals to know about the services day to day. Website link also provided like College, UGC, INFLIBNET, NDL, Vidyasagar University, West Bengal govt., news portal etc.

7.7 Internet facility

There are all total nine desktop computers out of which six computers available for users of the Library. All are connected through LAN. Internet facility is there through broad band (2mbps)

8. DRAWBACKS OF MOBILE TECHNOLOGY¹⁵

- compared to wired Internet service, has relatively slow transmission speed
- limited computational power
- inconvenient input and output interface
- insufficient contents
- high price
- Virus

9. BARRIERS

Although mobile Technology holds great promise for library services, there are some limitations or barriers in providing library services such as

- Content ownership and licensing,
- Usually expensive and resource intensive
- Limited memory of mobile devices
- Reach of an external vendor into the digital collections and technologies¹⁰ – sustained access will be an extremely important issue for libraries if they adopt mobile Library technology and services that offer content provided by third party.
- Some of digital content can only be accessed on certain devices, and this can have a "chilling effect"¹⁶ on learning and library service because it locks some people out.
- Insufficient mobile-friendly academic content to meet users' need.
- Lack of staff awareness and familiarity¹⁴ - Setting up text alerts, for instance, requires technical expertise from staff who understand how the library management system produces notifications.

10. SOLUTIONS

Libraries should conduct analyses and make smart decisions, such as –

- Support staff education,
- Explore partnerships
- New funding models,

- Ready to compromise when it comes to their traditional information delivery models.
- Protect themselves from deceptive content agreements with third party providers.
- Always prefer experienced people for solution any kind of problem.
- Tell users about the thousands of free mobile-ready books available from such initiatives as Project Gutenberg
- Create opportunities to educate staff, build local expertise, and promote discussion by offering training sessions and professional development options of mobile technology based library services.
- Build a solid foundation of knowledge about mobile services within the organization.
- Host lectures or discussion groups or include such information in their websites, blogs, or newsletters.

11. CONCLUSION

There is a growing influence of mobile technology in Libraries, especially as network access becomes more affordable and reliable, and mobile applications have seen mainstream acceptance in teaching, learning, and research. Adopting mobile technology in Academic libraries now becomes indispensable part for the library administration. In the YSPMCL there is not so much use of mobile technology in library services but it has started to do so. There is a need of future planning of library building, collection development, digitisation of documents, e-resources procurement and staff training to give a better library services to its user in the ambience of mobile technology.

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