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## APPLICATION OF MOBILITY IN THE LIBRARIES

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### Abstract:

Mobile phones are being increasingly used due to advances in digital device technology and the Internet. Learning on mobile phones has become one of the most popular and useful tools for students of all ages worldwide. But any new technology also has shortcomings that should be addressed promptly and effectively to reduce its side effects. A multi-pronged approach can be used to reduce the ill effects of mobile phones. The introduction of mobile technology has raised awareness among library professionals of the need to acquire technology and understand its main advantages. Developing digital information that is distinctly readable, understandable, and customisable to users' needs is a challenge for libraries.

**Index Terms - Mobile Apps, Mobile Applications, Library Automation**

### Introduction:

The use of mobile apps as an emerging format for the collections of the library needs a diverse outreach strategy for making them accessible and approachable for the users. Considering the challenges of the use of mobile apps for research purposes, such as content and technical problems, it is essential to address the concerns of the users by providing them with quality apps and responsive services. This could be done by organizing workshops for the users or by developing strong resources for online users.

The challenges and opportunities of mobile applications in the context of library collections. The use of mobile apps is an emerging format for the collections of the library, and it is important to consider the implications of these new formats for traditional practices of collection development and use. A better understanding of the nature and characteristics of mobile apps is essential for the development of a collection development strategy for the discovery and acquisition of these new formats of information. The development of an outreach program, which will include contact activities, instruction, and research consultation, is also being explored for the use of mobile apps for the users of the library. The practical ways of promoting the potential and use of mobile applications for the users of the library, as well as academic engagement. While considering the aforementioned issues of access, technical services, and technical support for the use of mobile apps for research purposes, these levels of interest and motivation for their use should also be taken into consideration in the decision-making process.

The motivation for the use of these applications should also be considered in the support of mobile applications. Since every person is different from the other and has his/her own level of comfort and awareness about the scope of these applications, the motivation for the use of these applications should also be included in the decision-making process while considering the aforementioned issues related to access, technology services, and support.

The acquisition and evaluation of mobile applications are becoming more significant in academic libraries. Since the mobile technology is making the library patrons mobile-enabled, it is significant to ensure the availability of library content in the mobile application. It is significant to understand the mobile applications as an emerging resource type at the confluence of content and format. Documenting user demand for point-of-need mobile apps can help librarians to establish the demand for these resources as an emerging format with the potential to yield new insights because of its capacity to support new research modalities. Even though mobile apps can be viewed as a collection development opportunity because of its capacity to support new research modalities, it can also be viewed as an essential means of access to unique content that is only available in this format.

The body of literature on acquisition and promotion of mobile apps is still in its early stages. Many libraries are making their physical spaces and traditional content accessible to mobile patrons, and some are actively seeking to provide external app content to their patrons. As we become aware of this new format and adjust our services to meet this shift, we should seek to identify and document what is most effective in serving mobile users, in order to provide this information to the larger community of librarians seeking to improve their services for this type of patron.

### **THINGS ESSENTIAL FOR IMPLEMENTING MOBILE-BASED LIBRARY SERVICE**

A digital library offers a large collection of digital resources. To reach this goal, we need online devices that can handle a lot of data and keep information flowing without stopping. Users can now find the information they need in the library without worrying about where they are or what time it is.

Library Automation Software Technology is used for distribution, cataloging, collection, etc. All activities inside the library need to be controlled. SMS, payment, login, registration, and other similar activities fall within the scope. It allows building a library website that can be accessed on portable devices and is designed to be lightweight.

**Skilled staff:** A smart and knowledgeable librarian with:

Using technology to teach users how to use these advanced devices properly.

Technology that allows users to access services through smartphone apps and websites that can be used on mobile devices.

- Technical knowledge for continuous service.
- Building user trust through security.
- Using email, SMS, antivirus, and anti-spam tools that work well with mobile interfaces for service purposes.
- Implement filters on library homepages, OPACs, databases, etc., to update the library content accessible via smartphones.

## CHALLENGES TOWARDS IMPLEMENTING A MOBILE-BASED LIBRARY INFORMATION AND SERVICE

A few Key challenges in mobile-based library information and service are as follows:

- Level of public awareness of the value of the development of libraries and information services is Zero. The public does not even think of developing it.
- The "red temptation" has to be eschewed in all areas of public administration. Possible growth of mobile information systems and services for libraries.
- Fear of innovation among library staff is a major problem for the development of mobile information systems and services.
- The lack of sufficient funds is a big problem, and it has always been there. In developing countries, the government lacks funds to support the project.
- The decision of unqualified library staff is a big problem. Therefore, they understand. The ethics of this noble profession, and therefore of the employer, also get affected because of a lack of work.
- To develop mobile library information and services, information has to be provided to all the users of the library in a fast and quality manner through smartphones, which can be a big problem for the library.
- Inadequate funding is the biggest challenge that has always been there. In developing countries, the government doesn't have enough reserves to fund the project.
- Lack of Essential General Infrastructure Login.
- Ignorance of the latest technology and techniques is a big problem, which creates anxiety for the library staff.
- Lack of educational infrastructure for professionals.

The challenge of utilizing mobile technology to enhance library services is essential. The mobile app can be used to support learning by developing library resources with Omni potential, increasing non-library engagement by making them accessible, and creating new avenues to enhance the library-user relationship. The impact of mobile technology adoption has created awareness among library professionals about the need to acquire knowledge of its key benefits.

The challenge for libraries is to develop library resources that are uniquely accessible to readers who are capable of understanding and adapting to digital resources. The mobile revolution has its challenges, which are required to be converted into opportunities. In the current scenario, mobile technology has enabled a single touch to access the world of data. In order to offer library services in the mobile world, libraries, publishers, and librarians are working on mobile applications and electronic resources to access them through mobile networks. The digital shift in library e-resources and services is one of the challenges to be addressed in the near future, which is shaping the information landscape and making the world's knowledge accessible to users through mobile technology. In order to effectively address these requirements, it is essential that librarians

The use of mobile technology in improving library services is a concern. The mobile app is also useful in learning by creating library resources that have more Omni potential, improving non-library engagement by making library resources more accessible, and creating new opportunities for improving the library-user relationship. The impact of mobile technology adoption has created an awareness among library professionals about the need to learn about the key benefits of mobile technology. The challenge facing libraries today is to make library resources uniquely accessible to readers who are able to comprehend and adjust to library resources. The challenges posed by the mobile revolution must be transformed into opportunities. In the current scenario, the mobile technology enables one to get connected to the world of data with the mere click of a finger. For the delivery of library services in the mobile world, mobile applications and electronic resources accessible through mobile devices via mobile network technology have been developed by libraries, publishers, and librarians. Digital transformation of library e-resources and

services is one of the challenges in the near future, which is aimed at revolutionizing the information landscape and making the world's knowledge accessible at the fingertips of the users via mobile technology.

To successfully meet these demands, it is essential that librarians develop proficiency in mobile technology applications during the twenty-first century.

### **Mobile Technology Overview**

While mobile device usage continues to expand rapidly, several obstacles must be addressed when implementing this technology for mobile library websites. These challenges encompass data plan subscriptions, the accessibility and upkeep of open-source software, content selection and display, and user requirements.

Mobile devices operate with task-oriented functionality, unlike websites that offer more unrestricted and adaptable navigation, browsing, and searching capabilities for users. However, this technology creates distinctive educational possibilities and offers the benefits of being portable and mobile.

This has opened the doors to increased communication and more user-friendly platforms through social media. Reference and information services are a part of library services where there is a connection established between the reader and the library materials through the help of the librarian, where there is a matching of the user with library materials, which can include print or electronic materials. It is of interest to note that academic librarians can use mobile technology platforms for these services.

Mobile technology refers to small, portable devices that are used to access and handle information. These devices contain hardware, software, and communication tools that allow people to share and use information on the go. Mobile technology has helped academic librarians change and improve their information services to keep up with the big changes happening because of the mobile revolution. More and more libraries and information providers are realizing how common it is for people, teachers, and students to use handheld devices. Because of this, many of these organizations are creating new information services to better serve the public. It is essential for an academic library to offer innovative information services to provide quality information services to users and adult learners. For example, different ways to ask questions, like calling on the phone, sending an email, or using instant messaging, have been created and added to library reference services to provide better information support for users and students. Because mobile technology is so popular and widely used, it has become a way to offer library information services, giving library users another choice. For example, the South Bank Institute in Australia provides an SMS option for reference services. The institute uses Message Net technology so students can send an SMS to the library's service section. The text message sent to the library goes to a shared email address, and the response sent back to the user is through the email to text message feature.

Reference librarians must adopt mobile technology as an essential component of their practice. These professionals serve as effective instruments for enhancing reference services, encouraging scholarly dialogue within academic fields, combining various media formats, enabling patrons to submit simple inquiries without requiring physical library visits, strengthening connections between libraries and their users, and supporting individual expression.

### **Mobile Technologies and Reference Services**

Information and communication technologies have facilitated rapid communication and collaboration beyond geographical limitations. Fundamental life challenges have driven the creation and implementation of information technologies. Libraries show strong interest in various information delivery methods, including telephone systems, phone networks, mobile communications, cable television, and Internet services.

Academic libraries encounter difficulties in satisfying their users' requirements. These institutions serve a demanding and evolving audience consisting of researchers, faculty members, undergraduate students, and

graduate students. The Internet and World Wide Web have provided university faculty, researchers, and students with the ability to obtain necessary resources without physically visiting library facilities.

Nevertheless, librarians working in academic settings must comprehend and apply ICT infrastructure and technologies to deliver information services effectively to their users if they wish to succeed in their capacity as information providers. Telephone communication and electronic mail have proven to be valuable resources for enabling quick processing and responses to continuous information requests from clients both within and beyond the library premises.

Most university libraries maintain telephone connections for administrative functions, typically positioned in the library director's office.

Cell phones may be utilized at information desks. Text messaging capabilities, available on all mobile devices, can be employed to inform academic library users about upcoming events and new acquisitions. This can be accomplished through broadcasting features that enable simultaneous message delivery to all library contacts stored in the phone's contact list.

Academic libraries need to remain current with the changing needs of their users. Research efforts can be conducted to achieve this goal. Information gathering may be accomplished through the distribution of text messages and multimedia materials. Users can send encoded text messages to specific phone numbers to express their needs. Mobile technology features can provide specialized information services to all individuals.

This ensures quicker access to information on a worldwide scale, and it presents a challenge for libraries to consider and restructure by wisely embracing and adjusting to technological changes. The greatest challenge for academic libraries would be delivering appealing reference services and information access in formats that are not only suitable but also attractive to their user base. Today's student population is commonly referred to as millennial students because of their interaction with mobile devices throughout their developmental years. This naturally influences the information-seeking patterns of students. In today's environment, mobile devices can significantly assist academic libraries in building stronger connections, delivering improved services to current users, and connecting with distant users who might otherwise not engage with the library due to lacking communication channels.

Text and multimedia messaging notification systems, database navigation, Quick Response codes for mobile devices, text-based reference assistance, mobile document delivery, library audio or virtual tours, library guides, electronic resources with mobile-friendly interfaces, and formal education, distance learning, and e-learning represent some of the key library services that can be provided to users through mobile technology. Additional mobile-enabled library services encompass; sending and receiving email communications, due date alerts and renewals, mobile-based online public access catalogs, searching scholarly information databases, digital textbooks, voice and video communications, previewing and reserving new materials, online internal library newsletters, help desk assistance/Ask a librarian services, databases and helpful resources, Frequently Asked Questions, providing Internet links, online current awareness updates, digital lists of recent acquisitions, among others.

While implementing these mobile-enabled library services, reference librarians must incorporate online information enhancement elements including; implementing user-friendly features; creating brief guidelines on accessing online resources and conducting information searches; promotion; instructions for standard library operations; developing clearer and more comprehensible interfaces; and similar improvements. This will increase the value obtained from mobile information services within reference services in library environments. Smartphones have enabled people to connect and exchange information with one another. These devices permit individuals to contact or message reference librarians, and librarians can respond through the same channels. When dealing with simple directional inquiries, reference librarians may call or send messages to users directly. For more complex questions requiring extensive research, internet connectivity becomes essential. Reference assistance can operate in real-time or asynchronously, based on the nature of user inquiries. Mobile phone usage has simplified reference service access for patrons. Users

can directly contact reference librarians by phone to pose their questions and receive immediate responses. This eliminates the requirement for library visits before seeking assistance or obtaining answers. Given that tablets are compact, portable, and feature touchscreens, reference librarians can utilize them with stylus pens to respond to digital reader inquiries. This capability enables librarians to provide assistance while mobile. Digital books represent literature in electronic format, available through purchase or free distribution. These publications can be accessed through dedicated e-readers, tablets, smartphones, desktop computers, or various electronic platforms. Digital publications may include citations, annotations, and supplementary materials. These electronic texts are compatible with multiple device types and can incorporate bibliographic references, explanatory notes, and additional supporting content across various reading platforms.

## Conclusion

The implications of using mobile technology on reference services in academic libraries are significant. The reference librarians in university libraries are required to be very dynamic, embracing trends in information technology and communication. The reference librarians are required to have information technology skills and information literacy skills in order to provide reference services to the patrons of the library through mobile technology. The stakeholders in university libraries, such as the university librarian, are required to pay more attention to funding in order for these libraries to reach global standards.

## Recommendation

For reference service to contribute meaningfully and significantly towards the actualisation of the library using mobile technology, the following recommendations have been suggested:

1. The computer skills of librarians as an important factor in mobile technology utilisation in reference service should be developed.
2. The government, at various levels, and other stakeholders should ensure that libraries are well funded in terms of active investment rather than a passive obligation.
3. Stable electricity is indispensable in the functionality of mobile technology, and every effort should be directed towards achieving this goal. Generators and inverters can then be used as a backup when power is not available from the national grid.

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