

National Conference
On
Changing Landscape in Modern
Librarianship (NCCLML)

Edited By
Dr. Rakesh Kumar Khare
Dr. Prabhat Kuamr Pandey



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Edited by:

Dr. Rakesh Kumar Khare
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इस पुस्तक का सर्वाधिकार सुरक्षित है। प्रकाशक/लेखक की लिखित अनुमति के बिना इसके किसी भी अंश को, फोटोकॉपी एवं रिकार्डिंग सहित इलेक्ट्रॉनिक अथवा मशीनी, किसी भी माध्यम से, अथवा ज्ञान के संग्रहण एवं पुनःप्रयोग की प्रणाली द्वारा, किसी भी रूप में, पुनरुत्पादित अथवा संचारित-प्रसारित नहीं किया जा सकता।

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**Messege by the
Vice Chancellor
Rabindranath Tagore University,**



Dear Team,

I am glad to know that a one day **National Conference on Changing Landscape in Modern Librarianship (NCCLML)**, being jointly organised by Rabindranath Tagore University, Bhopal and Madhya Pradesh Library Association, Bhopal. The need of discussing this topic, itself implies that, the contribution made by Library Professionals having unique intelligence and enormous efforts put- in by them in the field of library and information science have been discriminated and facing lot of challenges to get recognition from the libraries and society. But the fact is, library professionals are really contributing to the Library and Society. The library, in real sense playing the role of major game changer in our information and communication of knowledge and social life. I am glad to see number of library professionals,

I wish good luck to have successful conduct of one day National Conference on Changing Landscape in Modern Librarianship (NCCLML). I hope the edited book of this conference will be surely giving the new dimension to think for the overall library and library professional development and will encourage the library as well as social life.

With best wishes.

A handwritten signature in blue ink, appearing to read 'Bramh Prakash Pethiya'.

Prof. Bramh Prakash Pethiya
Vice Chancellor & Chairman AISECT Group
Rabindranath Tagore University, Bhopal

**Message by the
Registrar,
Rabindranath Tagore University, Bhopal**



I am delighted to know that Rabindranath Tagore University, Bhopal in Collaboration with Madhya Pradesh Library Association is organizing a National Conference on Changing Landscape of Modern Librarianship on 28th September 2022. Library Services are backbone of teaching learning activities of any academic institutions and I am happy to share that the university library is fully equipped with latest ICT tools and can be accessed through Web. I am glad to know that in this conference the research papers are related to ICT based services, Web based services, and Library Software etc.

I wish good luck for successful conduction of one day National Conference on Changing Landscape in Modern Librarianship (NCCLML). I hope the edited book of this conference will be surely giving the new dimension to overall professional development of librarians.

I congratulate Dr. Rakesh Kumar Khare for taking this initiative for organizing the National Conference.

A handwritten signature in blue ink, appearing to be 'Vijay Singh', written in a cursive style.

Dr. Vijay Singh

Registrar,

Rabindranath Tagore University, Bhopal

**Message by the
President,
Madhya Pradesh Library Association, Bhopal**



It gives me immense pleasure that Rabindranath Tagore University, Bhopal in Collaboration with Madhya Pradesh Library Association is Organizing a National Conference on Changing Landscape of Modern Librarianship on 28th September 2022. This Conference aims to provide a platform for deliberation among experts in the field of Library and Information Science and ICT on different issues associated with ICT application in Library and Information Services for effective contributions in the teaching learning activities of academic institutions. ICT has influenced every walk of Life and has a pervasive impact on the Libraries. The innovative use of ICTs in various operations of the library and its services brought many fold changes in its image and served the community more effectively and efficiently. In a collaborative learning, learning environment the involvement of Library and Librarian is possible through modern and innovative ICT based social networking platforms.

I hope the deliberations in the National Conference would be a fruitful, and would come out innovative ideas, suggestions models and views for furthering in modern Librarianship in ICT world.

I should congratulate and thank Dr. Rakesh Kumar Khare for taking initiative in organizing National Conference on an important theme. I am sure that the event will be successful and will have lasting impact.

I wish all success to the conference.

A handwritten signature in black ink, appearing to read 'Prabhat Kumar Pandey', written over a horizontal line.

Dr. Prabhat Kumar Pandey
President,
Madhya Pradesh Library Association, Bhopal

PREFACE

In the emerging knowledge society, information, knowledge and wisdom are critical to the domains of decision making, problem solving as well as dealing with the consequences of our decisions. With the advent of Information and Communication Technology and the internet there is a plenty of information deluge around us. Even those the overwhelmed information seekers are faced with a paradoxical situation of paucity in plenty. Library and Informational professionals' role is expanding and they are required to bring delight on the face of information seekers by providing them with pertinent information in affordable and timely manner. Technological developments, though good in functional areas, are not a panacea to all our problems. Fundamental human problems will have to be solved at policy level and supported by pertinent research and development initiatives. Discourse and communication are the only ways to develop strategic responses to the emerging problems.

NCCLML 2022 is one such mechanism to take stock of the ICT based challenges and opportunities. It is matter of great satisfaction that there is a tremendous response to NCCLML 2022. In all 52 papers were received from all over India. Out of these, 24 papers have been selected for inclusion in pre- conference volume which is presented in the form of book entitled "Changing Landscape of Modern Librarianship". We are glad to know that a few opinion papers supporting our traditional values have also been included in this volume. That is a good effort to create a fair balance between the relic and harbingers of the library and information profession.

We shall eagerly look forward to the learning outcomes and valuable recommendations of this Conference We wish NCCLML 2022 Conference and the delegate a great success.

The newer technological advancements warrant a newer approach in libraries and information centers. The integration of management principles into the library science, especially the e-pattern of service delivery along with customer relationship and information services delivery are the upcoming area in library and information science. The changing roles of librarians, professional behavior, customer relationship

and management ethics and values in the expanding technological era are some of the focus areas on which a number of papers have been contributed.

It was an eye opener for the editors they embarked on the mission of editing this proceeding. The dynamic research potential of many authors was self evident from the diversity of subjects they have covered and analyzed in their papers. It was thrilling journey through the labyrinth of information science, modern technology, the emerging technologies and technique and above all the opportunities and challenge these emerging technologies have thrown open. It was an absolute treat to watch the research acumen of certain papers which has thrown new light on the emerging technologies and their applications. It is also comforting to see that the entire spectrum of themes outlined in the Conference objective were adequately covered by the contributors.

The information age has brought in a spectrum of changes. Amidst these changes, the noble flame of library remains constant. Libraries have been information lighthouses for centuries and will remain so for many more countries to come. The role of information personnel might change from time to time but the concept of service will remain constant eternally. All the contributions in this volume highlight the noble concept. Libraries are not just buildings but they are metaphors, and the symbols of people quest for knowledge. Through this volume we are happy to add one more dimension to the professional turn of library and information services.

Editors

Dr. Rakesh Kumar Khare
Dr. Prabhat Kumar Pandey

ACKNOWLEDGMENT

We feel honored to have edited this volume and humbly acknowledge the cooperation, guidance, patronage and suggestions received from the review committee, publication committee and others who have helped us directly and indirectly to bring out this volume well in time. We also take this opportunity to thank the management of RNTU Bhopal, Honorable Chancellor Santosh Choubey, Vice Chancellor Prof. Bramh Prakash Pethiya, Registrar Dr. Vijay Singh, Dr. Sangeeta Johri and Dr. Shalini Yadav for having encouraged us at every stage. We are also indebted Dr. Sonal Singh, Dr. P. K. Tripathi, Dr. Sandeep Pathak, who stood behind us like rock all the time in thick and thin. We are also thankful to all sponsors who have given their participation and support. Last but not the least, we are grateful to all invited speakers, chairpersons of various sessions, session's co-coordinators, students, volunteers and delegates for their active participation and sharing of their knowledge and expertise.

At the same time sincere thanks is due for AISECT Publication to bring out this beautiful volume.

Editors

**Dr. Rakesh Kumar Khare
Dr. Prabhat Kumar Pandey**

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APPLICATION OF MOBILE TECHNOLOGY IN THE LIBRARIES: A WAY FORWARD IN LIBRARY SERVICES DURING COVID-19 PANDEMIC

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Abstract

In today's digital Era, Mobile is considered as an indispensable Tool. It can be used to perform several Tasks and also useful in the library. Whether it's automation or incorporating new information and communication technologies to enhance their services, libraries have always been a leader in experimenting with new technological advancements. Mobile Technology explored as a key Resource for Library Services during the not reachable and not accessible Period of Covid19. It was the Medium to Access the Resources of Knowledge available Worldwide when a Learner was not allowed to go outside of his World and satisfy his Hunger for Knowledge. It's the Weapon which helps to get Victory in the War between the Knowledge hub and unaccessible conditions of Pandemic. The Study's Objective is to determine the Techniques of a Smartphone Library Service.

Keywords: Mobile Technology, Library service, ICT-based mobile service, Covid19

Introduction

The usage of mobile phones has become an integral aspect of our everyday life. Mobile technology has revolutionized human interaction in

all aspects by enabling mobile collaboration (Sheng, Siau & Nah, 2010). Mobile devices such as cellphones, iPods, PDAs, tablet computers, and e-readers have changed people's lives by altering the way they communicate (Ocran, 2017). Information and communication technology have facilitated speedier access to information while also requiring libraries and information centers to rethink and redesign their services in response to technological advances for their users (Sharma & Sahoo, 2014). Mobile technology has simplified and expedited communication and information exchange and also helps library and information centers to disseminate services among library users. During the COVID time, libraries and information centers use mobile technology to provide uninterrupted library services effectively.

Libraries today digitize their collections so that multiple and wide ranges of access can be gained via the Internet. To meet the needs of users, libraries today incorporate a wide range of technologies including Wi-Fi, barcode systems, RFID systems, and mobile communication technology, among others (Verma & Verma, 2014). Currently, libraries provide individualized value-added services in a user-centered, technology-based environment. The World Wide Web mobile technology and the connectivity of library services have made content accessible 24 hours a day, seven days a week. This paper focuses on the application of mobile phones to library services during COVID. With the availability of cell phones, laptops, and other digital devices most students and teachers have access to instant information, so libraries can deliver new services and make information accessible immediately (Kumbhar & Pawar, 2014).

Literature Review

Soni (2019) studied the impact of mobile technology on library services, including the need, benefits, drawbacks, solutions, and applications of several technologies available for managing and providing rapid access to information; mobile technology is one of the technologies that play an important part in the access and supply of information to consumers. Kumar (2017) addressed the demand, benefits, constraints, and options for effective mobile technology deployment in libraries and also outlined the sorts of infrastructure necessary for libraries to properly provide these services. Bikos and Papadimitriou (2014) studied the historic perspective as well as the state-of-the-art mobile libraries of Greece. The study finding revealed the social purpose of mobile libraries (which mostly serve as school libraries), aiming to draw a link between the welfare state's function and its responsibility to people as a problem directly

related to the future and present of mobile libraries. Malathy and Kantha (2013) observed that Libraries can use mobile technology to strengthen their relationships with users and enhance the user experience for existing users. By providing a medium, libraries may reach out to new/remote users who were previously regarded as unlikely to connect. Choi (2009) discussed the future of mobile library architecture and the new mission of building high-quality mobile library services. Furthermore, it discussed key aspects of South Korean mobile library programs and identified major development areas for the future.

Objectives

- To discuss the present Scenario of mobile communication technology and future aspects
- To discuss in brief the use of the application of mobile technology by the Libraries in the Covid period.
- To identify the use of Mobile technology for accessing library resources and services through Mobile applications.

Present Scenario of Mobile Technology

We are living in the internet era, where the Internet and mobile communication become more inseparable. In this era, the field of mobile communication is developing rapidly and it has become a powerful weapon in the modern world. The use of this Mobile technology allows us to communicate with others without the use of any physical connection (wires or cables) and it makes our life easier and saves time and effort.

According to the Ministry of Electronic & Information Technology, the Government of India has planned for “*Universal Access to mobile connectivity*”, aimed at enhancing network penetration and bridging connectivity gaps in the country (Digital India n.d.). "The country has also developed its own indigenously developed 4G core and radio network. The 5G network is also in its final stages of development. The country is participating today in the development of 6G standards, in the thought process of 6G” (ET Bureau, 2022).

Mobile Technology and Libraries

According to IBM “Mobile technology is a technology that goes where the user goes. It consists of portable two-way communications devices,

computing devices, and the networking technology that connects them.” Mobile technologies are new communication tools, which have made the communication of information sharing effortlessly and timely. On a regular basis, this system assists people in searching for information, receiving information, and interacting with data.

Mobile technology has now come up with the “Libraries in hand” trend. This technology offers the Library to give permits to readers to view, search, and obtain library services. Digital learning and electronic learning are interconnected to each other, where M-learning is a subset of electronic and digital learning, here are some of the m-learning applications Google Classroom, Duolingo, Edapp, WizIQ, EduBrite, and Takeaway. “Mobile learning approaches provide excellent opportunities for learners in far-flung corners of the globe. Distant education institutes in India are now utilizing mobile electronic devices and communications technology to provide distance learners with the new phenomena of mobility. Indira Gandhi National Open University's (IGNOU) slogan is "Education anywhere and at any time" and to that end, the university has established the notion of "m-education" and is generating mobile-compatible content for students (Chandhok & Babbar, 2011).

Library Services through Mobile:

Libraries can facilitate a variety of m-services to patrons who have an interest. Whereas this array of communication skills is important for libraries, particularly in reference services, it is probable that the usage of smartphones for reading, viewing, listening to, and generating digital material will have the greatest influence on libraries.

Library Short Message Service (SMS):

Short messaging notifications are entry-level mobile Web services that allow a library to provide timely news updates, notifications, or any other information it deems appropriate to its patrons. To help patrons communicate with the library, the following services are available:

1. Notification service for news and events:

Patrons will receive notifications of important news, exhibitions, and directions through this service.

2. Due-day Reminder and Renewal-Request Service:

This application notifies consumers that their loaned goods are about to

expire. Additionally, users can renew items via a renewal request URL included in a due-day text message if they receive a due-day reminder.

3. New Title Notification Service:

This service notifies users of recently acquired titles. New titles can also be previewed and reserved through this service.

4. Annotation Service for Multimedia Borrowing:

A large collection of multimedia (including CDs, VCDs, and DVDs) is stored in a CD/DVD management system at the library. When an individual enters their PIN ID and password, they will be able to retrieve whatever discs they wish from the CD/DVD management system. As a safeguard against account breaches, the patron will receive an SMS notification simultaneously.

5. Arrival Notification Service Request:

This feature alerts users about the availability of reserved products.

Overdue Notification Service:

This service notifies customers about the due date over. All of the Short Message services listed above are opt-in. To use these services, patrons must first check in to the library's website and provide their cell phone numbers. Customers can now access these services for free.

Catalogue available on mobile devices:

Mobile-optimized websites are used by libraries to provide access to their OPACs. The IIT Delhi Android App includes a mobile OPAC and allows users to browse library Collections.

Database Browsing:

Libraries make available a number of materials in the form of databases and other resources. A search query can be entered and optimized for mobile viewing results can be obtained. In this service, users can search for actual documents, a search for an OPAC (open public access catalogue), and an integrated search.

Mobile Applications:

Some libraries have created mobile apps for smartphone users. To maintain consistency across technologies and provide the same variety of services as the Central Library, the IIT Delhi website transformed the library's official website into an android app with some native android capabilities to make our services more accessible. Most of the features of this Web View interface are comparable to those of a native Android app (Central Library IITD, n.d.).

E-resources with Mobile Interfaces:

Some publishers are now providing mobile-accessible e-books (both text and audio). It gives you mobile access to online databases and digital materials including e-books, e-journals, eBooks, audiobooks, videos, photographs, and online databases. Libraries offer many services to their patrons, but one of the most popular is lending out books. Now you can download our eBooks directly onto your mobile device! Mobile devices can be used to download and listen to a wide selection of free and subscription-based audiobooks. Mobile devices can be used to transmit images, videos, and audio using multimedia messaging services (MMS). Mobile devices such as iPads, Android phones, and Kindles can access library subscriptions 24 hours a day from any campus internet terminal.

Collections on mobile devices:

In addition to audiobooks and e-books, libraries are collaborating with third-party content providers to offer online streaming, videos, photos, and other types of content for mobile devices. The overdrive service is available on a variety of mobile devices, including BlackBerry handsets (watch:/www.overdrive.com). In addition to providing full access to the library's digital picture archive and other collections, Duke Mobile is a free iPhone app that provides information on digital library resources by Duke University.

Mobile SMS Reference Service:

A librarian can provide immediate results and real-time connections to articles/references when a library receives large numbers of inquiries requiring rapid solutions, such as dictionaries, facts, or service standards.

Mobile Document Supply:

With mobile applications and technologies, documents can be requested,

photos scanned, collection usage can be evaluated and administrative tasks can be automated, among other things. With it, you will be able to transfer money digitally, manage logistics, conduct online transactions, exchange data electronically, and manage inventories on an automated basis.

Instruction for the Mobile Library:

Many libraries make educational content and resources from their libraries available via mobile devices. East Carolina University, for example, created an audio series called "Research First Aid" for busy library researchers.

Virtual Library Tour:

Library Virtual/audio tours, instruction/induction/orientation programmes, and remotely or geographically dispersed users all have played important roles in attracting non-users to libraries. Visitors who are unable or want to visit an on-site session can obtain library tours via their smartphones. Audio/virtual library tours could be generated quickly and cheaply, potentially lowering the amount of staff time spent orienting newcomers in the library and outlining available services. It is simple to make downloads available via the library's website in addition to smart phones.

Quick Response (QR) Codes:

Smartphone technologies are used by certain libraries to make library educational content and available resources. The code may be placed on the library website to enable virtual library tours, access to various publishers' websites, a list of newly accessed works, and so on. In catalogue records, libraries can provide users with basic information about an item, such as its location and call number. Scanning the code for stacks is much faster and easier than writing or printing it. It can also be attached to video/DVD cases and linked to mobile-friendly videos. To make access to mobile-friendly sites easier in the future, include code on staff directory pages and research guides. Study room reservations are facilitated by QR codes displayed on doors.

Library Marketing:

Promoting library contents and activities is necessary for user awareness and correct utilization of library items that comply with library science laws and suit users' information demands. Online library tours are also

part of such promotions for new users. Mobile phones can be used for library marketing in the following ways:

- Short Message Service
- Electronic Mail
- Blogs
- Social Networking Sites (Twitter, YouTube, Facebook, WhatsApp etc.)

Library and Social Networking Sites:

The library uses social media to keep its members informed about the latest events, such as announcements about new arrivals, social activities and cultural programs organized by the library, library tours and vacations, and so on. Because it is simply and freely accessible to everybody, social media is an ideal venue for the library to engage with its members. The library also uses social media to promote its services.

Formal Education, Distance Learning and E-learning:

Libraries have long been a source of information and knowledge, and with the advent of mobile devices, they now have the opportunity to lead the way in providing library services via these devices. In an e-learning context, this can facilitate remote education, formal learning, and research activities. Mobile devices are becoming more and more ubiquitous, and with that comes the potential for libraries to leverage their resources to provide access to information and knowledge for people who may not otherwise have access. This is an exciting development that can help to level the playing field for everyone. So, if you're looking for a way to support your learning, whether it's formal or informal, consider using your local library's resources. They may just have what you need to get ahead. Libraries also need to be integrated into the teaching and research practices of colleges/universities, scientific communities, and other users.

Embedded Librarianship:

A library with no boundaries. Embedded librarians are skilled professionals that give greater personal academic assistance to groups of professors and students than a standard one-time training session, sometimes throughout the length of a semester.

Special Services on Mobile for Disabilities:

The usage of smartphone technology in special libraries can help people with specific abilities such as vision or hearing impairments. For example, there are various text-to-speech programs that can read documents aloud for those who cannot see. Because there is no unique interface for them, such persons are frequently unable to use it. Screen readers on mobile devices, such as smartphones, can assist the impaired in accessing information. Listen and learn how technology can help those with physical limitations. Libri Vox offers over 24,000 audiobooks that are accessible via mobile phone.

Advantages of mobile technology in libraries:

If we focus on the advantages of mobile library services, we can notice the following few lines. Mobile technology is a very user-friendly Aid in accessing library services. As most learners are endowed with a smartphone, it is very comfortable for them to access library services. Without moving to any other places, they are able to exploit the resources of library services. So, it is very time-saving and available at the doorstep. A learner is open to accessing library services limitlessly by using mobile technology. It provides an opportunity to make one able to access information globally at the fingertips.

Conclusion

In a nutshell, we can conclude mobile technology is prepared as an inevitable to exploit the resources of library services during the COVID pandemic. It contributed a lot to enhancing the accessibility of library services. It was almost the ultimate tool in the field of library services during the pandemic. The application of mobile technology extended its uses in all aspects of the library and its subordinate services. During the COVID pandemic when library services were inaccessible physically it was the main that helped library services. When the world was silent, everyone was horrified by the Coronavirus. At that time the thirst for knowledge of a learner was quenched by mobile technology. Hence, we can conclude application of mobile technology played a pivotal role in accessing library services during the COVID pandemic.

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