



## RESEARCH ARTICLE

# LIBRARY IS AN ARENA OF POSSIBILITY OPENING WINDOW FOR END USERS TO ACCESS COMPATIBLE STUDY MATERIAL

\*Narender Kumar

Guru Jambheshwar University of Science & Technology, Hisar-125 001

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### ABSTRACT

**Purpose:** The study aims to unveil the library collection and services which are being offered to its users without any financial benefits or charges. Although, the libraries are meant for procuring compatible study material and offer services since inception but before ICTs, the libraries had worked manually and services were also offering through manual system, thereby to retrieve the material was time consuming and after ICTs the orientation of the libraries has got drastically changed and collection is accessible 24×7 throughout the year with the facility of remote access. In fact, the transition from print to electronic has given a drastic change in every sphere of the libraries. Retrieval tools are also being changed. In the series of retrieval tools, the OPAC has proved mile stone for users to access the library collection. Indeed, this is wonderful and effective accessing tool, in addition, the users can put request to reserve, return and recall the required book(s). E-contents have reached at the threshold or at fingertips of the users. With the development and procurement of e-resources, the collection and retrieval system of libraries are also being upgraded. Some new different segments like I-Portal, Face Book, WhatsApp, E-services and many more are responsible to unveil and reach the collection of the library among the academic communities.

**Methodology Approach:** Personal observations and experience are used to justify the title of the study.

**Inferential Observations:** The inferential observations of this study are that the libraries are the genuine and authentic gateway to access the relevant study material. E-resources have been doing value addition and strengthening the library system to cater to the needs of the modern users. The significant impact of ICT applications is, the existing services like current awareness service, selective dissemination of information, bulletin board service, reference service, and information service are being offered through ultra modern technologies and many new services have been introduced after emerging the applications of ICTs.

**Practical Implications:** Every library, stakeholder and information and resource centre has to take the initiative to start the program so that maximum users may attract towards the library and enjoy the services and use in the guidelines, policies framing and decision making. For new comers, the library must start induction training program and unveil the collection and facilities among them so that as and when they require the informational services, they can access without any interruption or hesitation.

**Originality:** The applications of ICT are fully responsible to change the shape and means of delivery of library services. Now-a-days, the library collection is available on laptop, tablet, desktop and mobile by a single click. Consortium provides the platform, where users can access the huge collection on a single platform on subsidized and nominal price; in addition, under-budgeted-developed libraries may also participate as electronic contents are available and accessible on reasonable prices.

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## INTRODUCTION

Library keeps the study material in print and non-print form. The main objective of the library is to impart the information to its users and satisfy their needs with existing collection in minimum possible time. Libraries today are in the phase of transition from print to electronic. Presently, the applications of information and communication technology have extended the periphery of libraries and information resource centers. In addition,

more opportunities are available for the users to access the relevant study material along with enjoy of the speed of delivery of electronic-contents. These applications are enabled the libraries to cater to the needs of generation 'Z' users. Today, the prime challenge in front of the whole academic system is to maintain the international competitiveness and in this context, the research scholars, students and faculty members are looking towards the libraries and information resources centers. Therefore, it is the demand of the time to focus on qualitative library services by using the ICTs. The purpose of the same is as under:

\*Corresponding author: Narender Kumar,  
Guru Jambheshwar University of Science & Technology,  
Hisar-125 001

- To introduce need based and advanced tools in library services, for research and professional development.
- To provide the competitive and qualitative study material by single click on single platform.
- To build up the confidence among the users community to ensure the delivery of contents with the use of ICTs.
- To disseminate the library services to students on demand even through remote access also.

Many study revealed that the usage of print resources dwindles day by day and demand of seamless and unbounded access to electronic resources continues to grow and extraordinary challenges are emerged. Libraries open the window for the users to access unlimited study material of latest version and technologies. Indeed, the informational contents are moving with the jet speed and helping to take the right decisions at the right time, thereby, the libraries and librarianship are in the new age, both are required to take dramatic steps in order to forge the partnership and implement the tools and workflow which are necessary to manage and accommodate the explosion and influx of e-resources and information.

### Main Sections of the Library which Ensure the Smooth Functioning of the Library

Library works under a system. To ensure the smooth functioning of the library, the library works under the different sections. Some major sections are here:

- **Acquisition Section:** this is meant to acquire/procure the books and other documents except periodicals and CD-ROMs databases.
- **Technical Processing Section:** after acquiring, the books undergo for technical processing like classification, cataloguing, pasting, and stamping etc. Thereafter, books are available for display on shelves for their circulation.
- **Circulation Section:** is meant for charging and discharging of documents as per the entitlement of the users. In addition, reservation of books on demand, recall and maintenance of books section are also the function of this section. This section is the mirror of the performance of any library.
- **Periodical Section:** This section holds the old issues in bound form and current issues of the journals and keeps for life time use of present generation and coming generation. For research activities, the periodical section plays a fundamental and significant role. Researchers need the current developments of their interest areas and report of the latest developments which publishes after an interval in the form of the periodicals.
- **Reference Section:** This section is meant for reference services through reference documents. Now-a-days, the orientation of this section has been changed due to emergence of e-resources and searching tools in the library.
- **Automation Section:** This section had come into existence after emerging the latest technologies. The ICT has put forth so many challenges in front of the library even changed its pursuit. Users' expectations

have also been changed, hence to meet these challenges and to cater the demands of the modern users; the libraries have to develop the automation section.

### Online Public Access Catalogue

In the present century, many new concepts are emerged with the libraries, gradually, libraries are moving towards hybrid, digital, virtual, electronic and mobile. To maintain the accessibility of the collection, the libraries maintain two types catalogue traditionally (card catalogue) as well as the web based catalogue i.e. Web-OPAC. Card catalogue has the facility of search but limited, slow and time consuming whereas web OPAC has the facility of multiple access tools through title/key word search, author search, accession number search, publishers search and call number search. It gives the facility to check personal library account also. Besides this, it also provides linkage to various search engines for e-resources. This facility is really the window for the end user to access the whole collection of any library.

### New Services with Emerging Technologies

Undoubtedly, every library has the collection of relevant material whether the size of the library is small or big. Before information and communication technology, the accessibility of the material was neither fast nor remotely. After emerging technologies, some new changes have been observed in procuring the collection. Libraries are being entered in the new age with electronic collection. To cope up with the demands of the users and ensure the sustainability in the web academic world and to cater the needs of users, the following services are advised:

- **The Internet Access:** To access the Internet and online resources, the connectivity of the Internet is required; in fact, it helps in accessing the web-OPAC and other subscribed electronic resources.
- **I-Portal:** Through this service, user can access the catalogue from their desktop. The image of book, abstract, MARC record, summary and table of books can be retrieved. Users can also see their transactions, reserve and can renew the books through online.
- **E-Journals:** Library is the hub of the e-journals which are subscribed through consortia viz. INFONET-UGC, INDEST and NLIST as individual, user cannot afford the expenses. Through consortia, these e-journals are available on subsidized price.
- **Development of e-Services:** To ensure the remote access of library e-resources, the libraries have undergone to develop the e-services; thereby user can access the material through their tablet and mobile apps whether they are inside or outside the campus.
- **Ask the Librarian:** This is exclusive service on the part of the libraries. User can directly interface with the librarian and can ask for their queries. This service is helping the library to reach amongst the user community.
- **E-Reference Sources:** To see the significance of reference sources, the libraries are identifying the e-

reference sources keeping in view the interest and thrust areas of their user and institute.

- **On-line Document Delivery Service:** Under this, users can submit their request(s) through online submission for the research papers, thesis, conference papers, books which are not available in the concerned library through using the web based form.
- **Virtual Tour:** This is very important service, as user can take the virtual tour of any library, whether local or global. Further, if something is required; the user can place the request and get the material. This service helps the user to know more about the facilities and the services provide to users, internal and external.

### Availability of E-contents which open the Doors to Access more Study Material

In the last decade, an evolution has come into e-contents which lead a sea-change; it is happened only due to new technologies which have enormous potential to bring the changes in every activity of the library. Technology has also changed the collection pattern of the library; thereby new concepts have been emerged viz. hybrid library, digital library, electronic library, virtual mobile and mobile apps library etc. These emerged concepts offer some dynamic new ways to access more electronic contents which accelerate the research activities. The following initiatives have been taken by the government of India.

- In 2009, National Mission on Education through Information and Communication Technology has been started by Ministry of Human Resources Development (MHRD) and Cabinet Committee on Economic Affairs. The purpose is to develop the qualitative digital contents particularly for Indian Higher Education System with a mission to cater the needs of the millions students. Under this scheme, so far nearly 450 universities have been provided 1Gbps connectivity or have been configured under the scheme and more than 14000 colleges have also been provided VPN connectivity.
- University Grant Commission has cleared a proposal to publish e-contents for 77 postgraduate courses.
- National Program on Technology Enhanced learning-NPTEL, joint initiative of the IITs and IISc with the purpose to provide e-learning through online and Local Chapters, Video courses in engineering, social sciences and humanities, and Sciences. The objective of the program is to enhance the quality of engineering education in the country by providing the qualitative and quantitative electronic contents. Currently, IIT Bombay is looking after the NPTEL activities.
- IIT-Kanpur has developed Brihaspati, an open source e-learning platform.
- NLIST program of INFLIBNET has become the pioneer among academic communities by providing the e-contents on single platform. Millions of e-books are available under this program. The aim is to enhance the usability of e-resources among the academic institutions.
- In this series, IIT Bombay has started the program of Centre for Distance Engineering Education Program (CDEEP) where the virtual classroom is created and

interaction through the use of real time interactive satellite technology is conducted to provide virtual interactivity.

- IIT Madras has taken an initiative to create the e-contents for 996 courses in Phase-II in Engineering Sciences & Technology, Humanities and Management.
- In 2013, NITTTR has started induction training programs through ICTs.
- GyanDarshan: started in 2000 for schools kids, university students and adults.
- Gyan Vani: initiative taken by the IGNOU and IITs in 2000.
- E-Gyankosh: it is also the initiative taken by the IGNOU in 2005. It is a digitized learning resource for the distance learning students.
- The purpose of the above mentioned programs is to facilitate the students and faculty through offering latest services. To ensure the services to end users under these programs, the libraries are being up-graded as libraries are the basic tool to consult and access the latest development of the concerned field for research activities. Therefore, the role of the library is indispensable, fundamental and significant in higher education to receive, share, view, analysis, organize, read and keep up-to-date information, researcher papers, thesis, dissertation, synopsis and text books.

### Library Collection is accessible through Different Apps

Now-a-days, libraries are well equipped or rich in collection by preserving the dead tree and non-dead tree media. With increasing the collection and emerged technologies, the new ways of retrieval and dissemination have been introduced, which cater the approach of the users in accessing the desired material in minimum possible time. Some latest media are here:

- **Facebook:** presently, most popular media to share, and disseminate the information, as it is just like a librarian, with many applications like JSTOR search, subscribed e-resources and much more. Through this, any user can contact to the librarian and ask for informational need. Libraries try to link some specialized library applications to Facebook.
- **Blogs:** Through this, librarians can post the message periodically; share information on a particular topic and allow users to contribute. This is very helpful in introducing the latest chapter(s) and receiving the user feedback instantly.
- **Twitter:** It is a micro blogging application to keep patrons and faculty updated with daily activities viz. frequently updated collection. Users can use this platform to type short messages and status update.
- **MySpace:** Here, libraries are generally being used to post, calendar, card catalog search and blog features.
- **Wikis:** It offers a platform to users to access a free online encyclopedia that gives a background knowledge and definition of concepts. This is a collaborative web page for developing web contents.
- **YouTube:** Through this, any lecture, topic, conference, workshop, induction training program, thesis,

dissertation and newsletter can be uploaded and disseminate among the users for their reference.

- **LinkedIn:** Librarians can get patrons connected with specialists in their particular field of interest. Librarians can use this platform to render the services like Current Awareness Service, Selective Dissemination of Information and Documentation Information Services etc.
- **Flickr:** For libraries, it is just like what's new, share tool. Generally, it is being used to share and distribute new images of library collections, jackets of the new arrivals of both books and journals.
- **OPAC:** A tool which enriches the library to unveil the library collection. It has replaced the card catalogue. Now, web-OPAC is also available, consequently library may be access remotely 24×7 throughout the year.

### Some Observed Predominately Characteristics of Social Networking in Libraries

Undoubtedly, social networking sites are offering new ways to librarians to participate in rapidly technological changing world which force the librarians to introduce new ways to retrieve and disseminate the resources. Some characteristics are here:

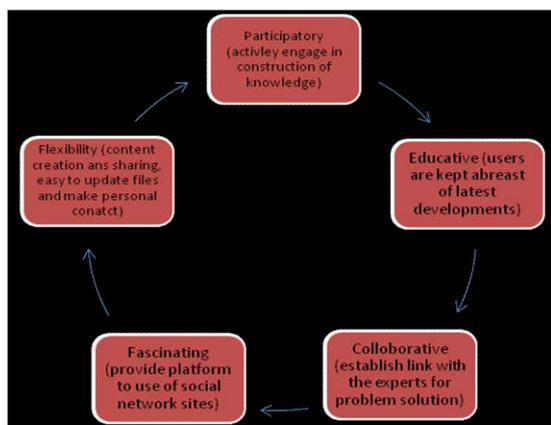


Fig. 1. Characteristics of Social Networking in Libraries

### Inferential Observation

It has been observed by the author that the libraries are welcoming the emerging technologies in their pursuit but to mobilize these technologies according to the demands of the academic pursuit is still the challenge with under-budgeted-developed libraries and information & resource centers. Somewhere, it has been found that the library staff is not skilled and somewhere, staff is skilled, but they are not aware, how to establish the chapters of e-contents which are available freely through online or offline. Poor Information Technology infrastructure is also responsible for dilapidated condition of libraries. Although, in the twenty first century, libraries got reorganization as remarkable place for the research and academic activities but without proper way of information and collection retrieval and dissemination system, the basic objective of the library is incomplete, as the basic aim of the libraries is to impart the information to its end users in

minimum possible time, but, as of now, without using and welcoming the latest means of communication, the aim may not be completed. Generation 'Z' users need information by hook and crook, they are less concerned with the information ethics, therefore, to cater to the needs of the users, the libraries and librarians have to take the initiative to establish the chapters of the ICT applications.

### Suggestions and Recommendations

After observing the current environment of the under-budgeted-developed libraries, the author recommends the following recommendations which might be helpful in the up-gradation of the libraries.

- Time to time, a public awareness forum like library orientation, conferences, workshops, symposia, and seminars must be conducted to create awareness among the users and academic communities about the latest searching tools and will also help to educate librarians on the social networking services and applications. This will lead to stimulate new ideas, platform and create awareness about new emerging technologies.
- Be ready to embrace the new changes in order to remain relevant and adapt the new ICT driven environment.
- Maintain a well equipped ICT environment to manage and run the relevant applications of ICT effectively.
- Proper IT infrastructure enabling libraries to use latest tools effectively.
- Government should take initiative to provide the funds and facilities to under-budgeted-developed libraries so that they can also participate in the technological changing environment.
- Organizing program to aware the academic community about copyright law, Intellectual Property Right and Violation.
- Training of libraries must be conducted in anticipation so that available e-contents may be explored maximum.

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