

## Use of Mobile Phone in Library Service.

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### ABSTRACT

Digital technology has provided access to information and it is also challenging the libraries to adopt their services through technological changes. Today mobile phones are becoming an integral part of everyday life and changing the way one connects and interacts with the world. In this changing scenario, mobile Phone will be of great help to libraries to strengthen their relationship and provide enhanced user oriented services to existing users. Libraries may well be out of reach. The paper discusses the use of mobile phone, its advantages and solutions of propitious implementation in mobile Phone in library services.

**Keywords:** Mobile Phone, ICT, Library Service, Smart Phone, m-learning

### INTRODUCTION

Mobile phones are getting an integral a part of lifestyle. Mobile phones have variety of applications. Mobile Phone has created communication and data access terribly convenient and timely to users from the comfort of their own homes and offices. Already mobile devices have created vital impact on various sectors of life. Today's mobile phones have a lot of options and capabilities than ever before. Mobile phone are used by peoples for surfing the Web, reading books, watching television, listening to music, and interacting with friends. Mobile phones has become one of the foremost interfaces to access and share info.[1]

"Information and communication technologies (ICT) have provided faster access to information and it is also challenging the libraries to rethink and remodel their services adopting the technological changes. Implementation and relevance of Information and Communication Technologies (ICTs) have not only changed the way people access information, but has also given birth to the new channels of communication. Invention of mobile phones is a vital achievement of technological developments." [2]

Mobile phones are used everywhere in the present society and the greater part of the library clients have mobile phones for their own, and they use mobile phones for various different applications. Librarians use the portable innovation and put their endeavours to build the market and interest for versatile access to customized certainties and data whenever, anyplace on claim handheld gadget. Bookkeepers should get capable in utilizing these mobile technologies to empower clients to get the information anywhere. It is essential for librarians to comprehend with mobile phones and give benefits through them. [3]

Most university libraries have own phone line, which is mostly used for administrative purposes and located in the library administrator's office. Mobile phones could be used at the enquiring desks. Short Message Services (SMS) or text facilities available on all mobile phones, can be used to create awareness amongst the academic library users about upcoming events and new arrivals. Academic libraries need to keep abreast of the dynamically changing needs of their clientele. Mobile library service is such a specialized and personalized information services that it can be achieved using the wireless technologies made available to all. Renewal notifications could be sent to alert users that books are almost due or overdue. Mobile websites offer free SMS to mobile phone services on the Internet.

The literature reveals a great deal of information on the possible use of cell phones for Internet access. As cell phone technology continues to evolve and it will have as significant impact on libraries as the Internet. Most university libraries have own phone line, which is mostly used for administrative purposes and located in the library administrator's

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The traditional library services are now changing to mobile library information services. It is very challenging task to provide the necessary information to users at the right time. Use of mobile phone has made information access very convenient and timely to users. "There is the shift from 'd-learning' (distance learning) to 'e-learning' and now from 'e-learning' to 'm-learning' will be the next big wave, which will reform education in India." [4]

"A part from fast internet connectivity afforded by Smartphone to their users, they are portable and have relatively large screens that provide friendlier interface for users to access and utilize information without straining the eyes." [5]

## LIBRARY SERVICES USING MOBILE

Following are the library services given by librarians using mobile phone -

### 1) Short Messaging Service

Mobile phones can use for texting short-message (SMS) on other cellular phones. There are so many android applications in mobile phone, in which text messaging is one of the universal mobile platform for people. With the help of SMS, libraries can alert you about the latest news, events and announcements, anywhere users go. Informing the arrival of new title and documents to the users and outdated books, outstanding fines, and update reminders to Library items, subscription to e-journals, and important information about events, etc. Many applications can send SMS messages to a group of users simultaneously.

### 2) WhatsApp Messaging

Whatsapp messaging is most popular application which give instant information, such as definitions, meanings and other information from digital libraries and the web to the users of the library. This is more convenient and popular method of communicating with user. By using WhatsApp groups most of the information is communicated with users combinely.

### 3) Literature on Mobile Services in Libraries

Electronic Journals, Reference Materials, E-Books and Library Collections are make to remote users of library with the help of above WhatsApp and SMS service. Some libraries have already experimented with lending e-books to e-book readers.

"Many libraries could improve access to library resources by providing guidance to the content of e-resource packages, by including the word "book" in links from the homepage to the pages that provide e-books, by providing a one-step limit to library resources in the catalogue, by explaining which types of resources are available through search structures outside the catalogue, and by featuring e-books in library publicity and instruction." [6]

### 4) M- OPAC

Library provides users with the necessary information about catalogue by using M-OPAC. Users can search through mobile, how many titles of particular book in library, out of which how many copies are available in the library. With the help of this service library users can access their library records and request their books and update on their mobile device.

Libraries are redesigning their services and space to accommodate the changing needs and the demands for technology. Students can use mobile phones to access the Online public Access Catalogues (OPACs), search the Internet and electronic databases, and use other software to make assignments with print resources, technical help, and professional research assistance readily available from library staff. [7] The increasing

prevalence of handheld mobile devices such as web-enabled Mobile phones warrants investigation as to its impact on libraries and the services they provide.[8]

#### 5) **Library Overview and Video Tours**

Library videos tours, instruction or orientation programs are very important to nonusers in understanding the libraries. This video tutorial helps users who are located remotely or in different geographical locations with the help of mobile phones. Library users who do not have the time to participate in orientation programs can get information by these library tours on their mobile devices. Audio Visual tours can be built very quickly with the help of mobile phones and can help new remote users to guide themselves in the library, and also reduce staff time to explain the facilities and services given by the library.

#### 6) **E-learning and Distance Learning**

Students are very skilled at using their mobile phones and various mobile applications. With the help of information sources, academic libraries can take advantage of the use of mobile services to support distance learning, and research activities in e-learning environments. Library services are integrated by using mobile applications to the teaching and research activities of colleges / universities, to whom they serve.

#### 7) **Mobile Reference Service**

Mobile Reference Service can be made available to users through a wide range of mobile applications. They can access and search library with their mobile. Some libraries are offering "text-a-librarian" services ideal for simple questions that can be answered with a brief response with SMS reference.

Mobile reference service allows online chat and text messages mostly via WhatsApp, Facebook Messenger. Users of library are able to chat and ask questions to the librarian via smart phones. Since library contact is now much more convenient, one library moved the reference desk from reading area to circulation service area. This

also solves the problem of lack of staff. Users get immediate information anytime (24 hours).

#### 8) **Database Browsing**

Libraries provide access to a different resources and databases. By using mobile phones users can search various database and get information. OPAC (online public access catalogue), integrated search, and original document search are some of these services. WorldCat Mobile application allows users to search and find books and other materials available in their local libraries through a web application they can access from smart phone. Libraries provide access to its various resources and databases. Users can use this databases with the help of mobile phones.

#### 9) **E-resources with Mobile Interfaces**

E-books (both text and audio) provided by the some publishers are access through mobile phones. Library offers a variety of databases and digital resources such as ebooks, e-journals, web databases, papers, audio books, streaming music, movies, pictures and articles which has been subscribed by the library that can be used on mobile. These type of information can either be downloaded from the library's websites to users own mobile device. A large collection of audio books are available for download, both free and subscription-based, and also can be switched to mobile devices.

### **MOBILE PHONES - ADVANTAGES**

Mobile phones help user to access information quickly and do not require orientation and instruction. Services are being used on mobile phones such as SMS, web browsing, e-mail to communicate with mobile users. Many of these features are pre-installed on mobile devices. Mobile phones help users interact with library staff without specific information. Mobile phones have the ability to access information from anywhere, which in person cannot visit the library and provide a constant link to the required information sources. Mobile phones can access all the online resources on their desktop.

## CONCLUSION

New technologies and tools are emerging day by day to fulfill the demand of the users with the advancement of ICT. To provide library and information services, application of mobile phones will open new pathway. A library may reach the remote users effectively by using mobile phones in its services. Mobile phones are inevitable tools of ICT. This can be an astonishing means to outreach the users, enabling them to access library resources and services from anywhere any time even when they are on move. For this purpose the use of mobile technology is very essential. Technology using mobile phone has become boon to the libraries.

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