

The advent of ICT in the Field of Library Services

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Abstract:

ICT has brought a revolutionary change in Library and Information Science. The professional attitude has changed with the application of new technologies. User understanding is influenced, and the library services are developed through ICT applications. Given the present challenges and complexities of ICT, librarians, and other supportive library staff will need to use ICT to fulfill their professional responsibilities in the changing scenario. Therefore, they must develop both traditional and fundamental computer literacy skills. There is a need for creative, flexible, and visionary librarians who can function well in a multi-dimensional environment. This paper attempts to study the role and importance of the invention of ICT in changing the way library services are changed from traditional to digital services.

Key Words: Information Communication Technology (ICT), E-resources, Library Services, Library automation

Introduction:

Today, the vital activities of libraries comprise collection development, reference services management, document delivery service, access to organised collections held by the library and assist users in information search and retrieval which are carefully handled by manual process. With the advent of ICT there is the basic essentiality of information and communication technology to manage the huge collection of libraries. It is indispensable to use modern technology to make library services faster.

To provide information to the 'right users' at 'any time', from 'anywhere' in the 'right way' (Fischer, 2012) is possible using web-based technological settings.

Tremendous development has been seen in the field of Library & Information Science due to the faster growth in technology. In the past few decades, with the use of the internet and technology, library work has become very fast. To satisfy the needs of library users, speed and accuracy are the most two important dimensions. Information and Communication Technology (ICT) enhances the workflow of the library which helps reduce manual work, with this, it proliferates the library services.

The term Information and Communication Technology (ICT) is more commonly used. ICT deals with the use of electronic computers and computer software to convert, store, protect, transmit, and retrieve information. (Javed, 2014)

For the sustainable development of the profession, 21st-century librarianship cannot be limited to information providers but rather can be extended to network managers, cybrarians, etc.

Need for Information communication technologies in libraries:

Due to the information explosion, it is very difficult to handle large information with traditional library tools like manual catalogue, bibliographies, etc. In today's library environment providing the right information at the right time and to the right user in the right way is not possible without using ICT application. ICT has become a necessity and need. To meet these changing needs, storage capacities of information and retrieval techniques should be improved. The quality, user-friendliness, effectiveness, reliability, and regularity of library services can be much improved through ICT. (Kamba, 2020)

1. Rapid growth in the information output and its usage has made it impossible to store and organize information using conventional methods. Presently most of the information or documents are available in a machine-readable format; therefore, the application of information and communication technology (ICT) is necessary.
2. It is no longer possible for any library to collect all the published information or documents. So, with the help of information and communication technology (ICT) resource sharing can be done easily.

3. By using modern information and communication technology (ICT) in the libraries, the efficiency of the staff can be increased, and better-advanced services may be provided to the users
4. Now in libraries, it is very difficult to provide interlibrary loan, translation, and anticipatory services, including preparation and annotated lists, abstracts, bulletin boards, news summaries, employment alerts, and other information retrieval services manually. Whereas with the help of information and communication technology (ICT) mentioned, library services could be provided in very little time.
5. Provide regular updates on topics of interest to users.

Benefits of Information and Communication Technology (ICT) in Libraries

The following benefits could be derived from the utilization and integration of ICT into library work.

1. **Fast, Accurate, and Direct Exchange of Information**

There is no fear of loss of items or undelivered packages when the network functions properly. Online banking, e-learning, e-registration, etc. are examples of benefits derived from ICT.

2. **Rapid Information Processing**

The computer can sort or search through a huge amount of information. It allows for collecting, storing, accessing, sharing, and analysing effective information.

3. **Easy Handling of Large Amounts of Information**

Most libraries and information centres have computerized their systems for use at various units and in various routine operations of the libraries, which are no longer handled manually. ICT has made networking possible and has reduced the bottleneck of accessing, organizing, and retrieving information and other related functions. Librarians can help their users at various locations at the same time. This is done through teleconferencing or videoconferencing. This is a very vital improvement that ICT offers in Distance Learning.

4. Increase Availability of Information

The continuing rapid advance of Information Technologies has made access to knowledge easier and importantly much more readily available to the wider population and around the world. There is greater access to a variety of information sources.

Types of Information and Communication Technology

The library uses various technologies to provide information to its users. Following the some of the ICT tools that are used for different communication purposes: (Kumar, 2017)

Videoconferencing:

This is a video output in which people in different geographical locations can have a meeting. They can see and hear one another, using computers and communications. This tool is used for various purposes of library activities, such as to conduct user orientation for students available at remote places. Basically, when students are out of campus and they study in other universities under the student exchange programme, that time, it is essential to use this technology to guide them about the use of resources.

Audio Conferencing:

This is a way of holding a meeting or a discussion in which people are connected to phones. Here people share audio information only. There is no face-to-face interaction. It is only the sounds that are connected. A teacher can have an audio conference with students no matter where they are located, if they are connected.

The Internet

This is the most important component of ICT. It is a network of networks that performs the connectivity among the computers. The Internet provides a medium for communication using different online tools.

World Wide Web (www)

This is the multimedia aspect of the internet. It is often called the 'web'. It is the media inter-connected system of internet computers (called servers) that supports specially formatted documents in multimedia form.



Social Media

Social media like Facebook, Twitter, Blogs, etc. have become the central focus for quickest information dissemination. Most of the libraries are using these social media for the promotion or marketing of their e-resources. Basically, Blogs are used to disseminate short communication of libraries, whereas Facebook has become the most useful ICT tool for every kind of information dissemination.

Impact of Information Communication Technology (ICT)

In the old days library was considered a mere storehouse of knowledge. But nowadays ICT has reshaped the functioning and services of libraries. The activities that were carried out manually are being carried out effectively and smoothly with the help of ICT. ICT has changed the way of acquisition, technical processing, periodical subscription, circulation activities, etc. in such a way that library readers can get desired information and services effectively in the shortest time with less manpower involvement. Today, libraries and information centers are the widespread availability and use of various kinds of electronic resources, which have been produced by applying modern information technology. CD-ROM, OPAC, WEB Databases, the internet, and other networked information sources are computing with and in some instant replacing, the print-based information sources which have been in place for centuries are the primary media for storage and communication of recorded information. ICT has impacted every sphere of academic library activity, especially in the form of library collection development strategies, library building, and consortia. ICT presents an opportunity to provide value-added information services and access to a wide variety of digital-based information resources to their clients.

Acquisition:

Acquisition work has become greatly simplified with the web. Price checks, ordering, and claiming can now be done with a minimum of paperwork and effort. As publishers and vendors are available through the website, such as Amazon, Flipkart, Infibeam, etc. the quantity of workload has reduced and due to this the time can be saved and make it applicable to the other services. All forms such as

order processing requests order requests from bibliographers, and catalogue maintenance requests could be online.

Cataloguing:

The advent and use of ICT have made it possible for remote libraries to access the huge databases of big libraries in developed countries to adopt or adapt their bibliographic data for their library use. Establishing links to the most frequently used library catalogues would be quite helpful. With the help of the Internet and different web sources, the cataloguing and classification work has been stress-free. Organizations like the Library of Congress have made the work possible to classify or catalogue resources in minimal time.

Classification:

There are many online catalogue records available from where one can get the whole bibliographic record of the library resources. Along with the record, we can also get the classification number in the catalogue record. British Library catalogue, the Library of Congress's online catalogue can be used to search the catalogue record and data can be copied for its catalogue preparation.

Serial Control:

ICT has eventually been introduced in serials control and management. ICT also facilitates routine work in serials management to do with recording and checking orders, verifying payments, renewal of subscriptions of titles of journals, sending claim notices for unreceived serials issues, and related activities in libraries.

Circulation:

The use of electronic gadgets such as computers, barcode scanners, and library management software helps to perform circulation routine operations most easily and quickly. The following duties are performed in circulation by using ICT: Issues, returns, Overdue reminders, Renewal, Reservation of books/documents, Daily check-in and check-out statistics, User guides, etc.

Stock-taking/Verification:

Manual stock verification is difficult, time-consuming, and needs more library staff involvement, whereas stock verification via barcode technology, which involves a data capture procedure, is more accurate and time-saving. Stock

verification using barcode technology with library automation software is easy to use, reduces labour costs, and eliminates typing errors.

ICT and Library Services:

On-Line Public Access Catalogue (OPAC):

OPAC is the easiest way to get information on collection, weekly new arrivals, and other recent additions to the libraries. ICT has revolutionized the practice of cataloguing in the library. Using OPAC users can see the holdings of the library collections. Most libraries now provide access to their catalogues from their web sites.

Reference/ ILL Service:

Many dictionaries, almanacs, encyclopaedias, and other reference sources are now available online in full-text. In the reference section, queries are answered through the telephone. For ready reference service, library staff uses Internet and E-mail facility.

Bulletin board service:

A Bulletin Board System, or BBS, is a computer system running software that allows users to connect and log in to the system using a terminal. Bulletin or message boards provide a facility for discussion under various topics. They allow individuals to respond to topics or threads in the group, or to begin a new topic or thread by posting a comment or question.

Mailing Lists and Discussion Lists:

Mailing lists, discussion lists or listservs are services facilitate sending e-mails to a group of individuals with ease. These different names refer to the same process whereby one can send e-mail to a large group of people rather like using CC functionality provided by various mail applications.

Resource Sharing:

Resource sharing is a partnership where several libraries share one or more of their functions, for example, acquisitions, processing, storage and delivery of services. Each member has something useful to share, is willing to share and a plan exists to accomplish this. A major goal of resource sharing is to augment the local holdings by providing access to collections of other libraries.

**Web Portals:**

Web portals are a gateway to the information services on the Web or other sites on the Web. These act as a convenient location of sites of related interest, as it is seen in subject-specific portals like infolibrarian.com or in general portals like yahoo.com. These portals provide other services such as e-mail, news, stock prices, information, databases, and entertainment.

E-publishing:

The information produced is disseminated by different models of publishing. New technologies have transformed the process of publishing and distribution of information. Electronic publishing is the process of the production of typeset quality documents containing text, graphics, pictures, tables, equations, etc. in digitized form.

Conclusion:

Effective application of information communication technology in library transmits users' satisfaction. The present scenario demands updated technology for faster and more approachable library services. The successfulness of a library and the library professional always depends on the quality of the service. The emergence of ICT is the new paradigm to extend the level of library operation and services. The new working environment has become a competitive one and many players are now involved in information provision. Libraries are expected to possess these ICT knowledge and skills, operating system, packages and programming languages, web awareness, technical skills and knowledge of online services.

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