

Usage of Mobile Phones for Library Services by Students of REVA University, Bangalore: A Study

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Abstract - There are evidences of existence of libraries as treasure houses of knowledge in ancient history, earliest reference being “The Great Alexandrian Library”. A continuous transition in the libraries has happened in phased manner over the years to get into the present “Digital Era”. Containers of information have changed stage by stage from parchment to papyrus to paper to digital media. Information & Communication Technology has revolutionized all walks of human life starting from shopping, banking or booking a cinema ticket etc. Technology has become a vital part of common life in different forms. Mobile phones are considered as basic necessity in digital era for many of the chores. The academic world is also an area to take advantages of mobile technology in connecting its stakeholders. For librarians, mobile technology is a boon to extend services quickly to users and connecting them. Library services and sources can be made available on finger tips of users for 24/7 without any geographical jurisdiction. In this regards REVA University central library surveyed 200 students in order to find out the level of smart phones usage among them and what are their expectation.

Keywords: Mobile phone, E-Resources, Library Services, REVA University

I. INTRODUCTION

Technology is developing rapidly and makes life easy. Mobile technology was initially originated for communication purpose but the invention and advancement in IT insisted humans to add new features to make communication better. Mobiles are equal to personal computers and laptops, as web technology usage provisions are made available in the mobile device. Many Apps are available nowadays which can be deployed for teaching and learning process in academic environment. With the application of wireless technology and cloud computing the required information can be downloaded and further used in making presentations, preparing notes, writing assignments etc. Integration with campus wireless networks and library webpage, the user can access the data without entering the library. Librarians are also changing their mindset in providing services to users.

II. REVIEW OF THE LITERATURE

Shahriza Abdul Karim (2006) in his research study on the use of mobile phone services in the educational environment and also the nature of mobile phone use among university students, and investigate the perception

of university students on mobile phone uses in library and information services and he find that high majority of the respondents indicated their willingness to become the users of such services if offered.

Another study carried out by Vasantha (2013) proved that the majority of user’s responses indicated that the respondents were willing to utilize the library services through their mobile phone units, due to the widespread use of mobile phones among students might have also lead to the positive opinion and perception on its application in the library related services.

Nalluri (2016) author discusses leading strategies that innovative libraries are using to deliver services through mobile devices. It also presents an overview of trends in mobile tools and their applications for libraries, including the internet mobile, mobile multimedia, and SMS / text messaging etc. and describes the various activities these devices support for library use, focusing how the libraries and librarians are responding with services tailored for these devices and what can be done by libraries in future in this respect. The study further explores the utilization of mobile phone services in the academic environment

III. THE FEATURES OF MOBILE FROM THE LIBRARY POINT OF VIEW

The following features of mobile phones are very beneficial from the library point of view

1. *Constant Connectivity:* Web enabled device allows people to access internet around the clock.
2. *Location Awareness:* Many devices have Global Positioning System, which makes them aware of where they are on all the time.
3. *Unlimited Access:* The mobile websites have facilities for unlimited access which is important and it would enable users read without interruption.
4. *Interactive Facilities:* Mobile web user can read / write contents in the palm of their hands.
5. People create content, share comments, form connections via social network.
6. *Access to Print:* disabled users such as vision disabled or physically handicapped can use mobiles communications for accessing reading materials.

IV. METHODOLOGY

A. Design/Methodology/Approach

This survey was open to all students, which included Under Graduate, Post Graduate students and Research scholars. The survey was designed to gather user feedback from the REVA University Central library student community on their use of mobile phone for library resources, services and what they prefer to get on their mobile devices. A total of 200 questionnaires are distributed and in the survey which consist five questions and the response rate was 100 percent.

B. Data Analysis and Interpretation

The analysis of the consolidated data has been done based on the question set for the study. Excel used for the statistical analysis, to prepare graphs.

The first question was asked that how many were using the mobile smart phone. Out of 200 respondents it found that 100% result, all are using the mobile smart phone in the REVA University. Data is given below in table I.

TABLE I USE OF THE MOBILE SMART PHONE

No. of User	Yes in %	No in %
200	200	Nil

The second question was asked to know the frequency of using mobile smart phone for library services. Data is given below in the table II.

TABLE II FREQUENCY OF USING LIBRARY SERVICES IN YOUR MOBILE PHONE

Frequency	No. of Respondents	(%)
Daily	43	21.5%
Twice a week	58	29%
Weekly	60	30%
Whenever required	39	19.5%

This survey reveals that 21.5% users use mobile smart phone Daily for library services, 29% users use the library service twice a week, there are 30% of user use the library service on the weekly basis and another category amounting 19.5% user who use the library service whenever they required.

The third question was asked to know the various purposes for using the mobile phone. Table III and figure-1 depicts the use of smart phone by students for different purposes. It is observed that some of the service is used 100% by students for the different purpose, i.e. for Text Message, Chatting, social network sites and 89% user are using for entertainment. 24% users are using the Surfing of research related information, 51% users are using the mobile phone for searching library resources and 43.5 % users are using

for Discussion forums. However there are 16% students who have said that they search for job opportunity. Seeing different purpose of using mobile some training and orientation sessions should conduct to make students educated on surfing for research related information and searching library resources.

TABLE III PURPOSE OF USING MOBILE PHONE

Purpose	Please tick	%
Text Message	200	100%
Surfing for research related information	48	24%
Searching library resources	102	51%
Chatting	200	100%
Entertainment	178	89%
Discussion forum	87	43.5%
Social network sites	200	100%
Job opportunity	32	16%

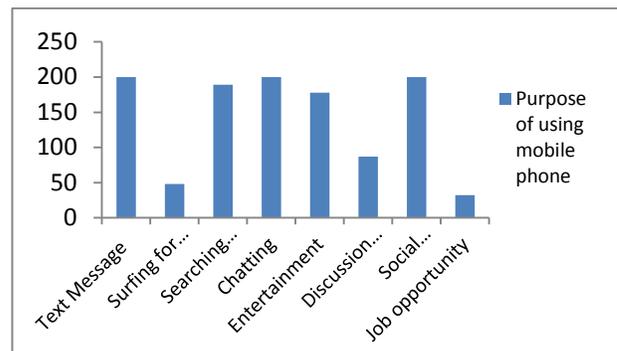


Fig. 1 Purpose of Using Mobile Phone

The fourth question was asked to know the usage of the library service on mobile phones. The mobile web offers to access information rapidly 24/7 without any geographical boundaries. It helps to one-to-one or one-to-many interactions for the betterment of academic growth. Students depend on mobile web during their course hours to prepare class notes, projects, seminars, assignments, dissertations examinations and for research etc.

It is evident from the table IV and figure 2 as 26.5% most frequently, 33.5% frequently of students use of mobile phone to search the library catalogue for the books, journals etc. however 5% students are not using, 14% most frequently, 48% frequently 29.5% less frequently use the mobile to check their library account details and 6.5% uncertain, 2% not using, 44.5% most frequently and 46% frequently, 9.5% less frequently use the mobile for to search electronic books and journals, the 96.5% users are more prefer mobile technology to search for Electronic question papers in the mobile phone and 31.5% most frequently, 43.5 % frequently, 17% less frequently and 8% user the use the NPTEL Notes from the mobile phone. However, as this technology is saving their time in access and use of information sources and services from library.

TABLE IV USAGE OF THE LIBRARY SERVICE ON MOBILE PHONE

Library Services	Most Frequently	Frequently	Less Frequently	Uncertain	Not Used
Search the library catalogue for the book, journals etc.,	53 (26.5%)	67 (33.5%)	22 (11%)	48 (24%)	10 (5%)
View account details	28 (14%)	96 (48%)	59 (29.5%)	13 (6.5%)	4 (2%)
Search for Electronic Books & Journals	89 (44.5%)	92 (46%)	19 (9.5%)		
Search for Electronic Question papers	193 (96.5%)	7 (3.5%)			
NPTEL Notes	63 (31.5%)	87 (43.5%)	34 (17%)	16 (8%)	
If any other, please specify					

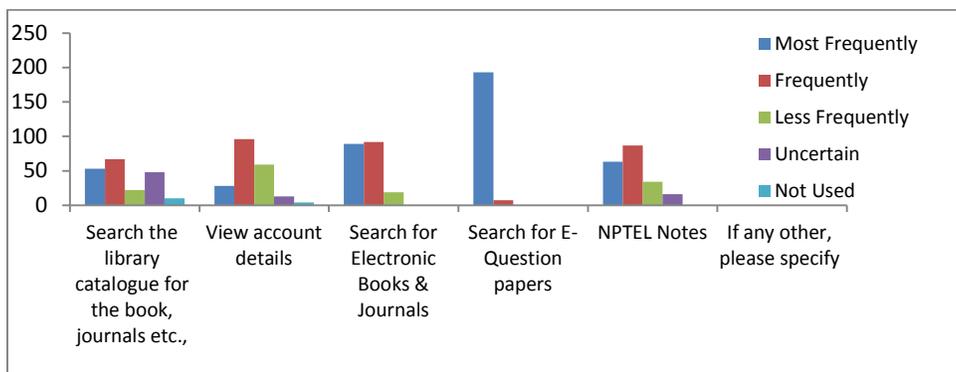


Fig. 2 Usage of the Library Service on Mobile Phone

Next question was asked to know about their exact requirement in terms of library services on smart phones. The survey contained an open comment box in which many positive comments were received. Students have felt that if central library provide the book renewal services rendered through mobile phones and also for remote access for Electronic Resources it will be more beneficial. Users use the phone more than a computer as it is much more convenient, hence users would use them anytime and any were.

V. OBSERVATION

1. Training/orientation programs are scheduled to conduct only once in the semester, but it is strongly viewed from respondents that induction programs has to conduct at least twice in a semester to get updated about new information sources and services.
2. Regular technical assistance in use of e-resources.
3. Motivate users to use library services more and more.

VI. CONCLUSION

In this digital era use of mobile is as essential as food, shelter, air and water. Mobile is a prerequisite for one or the other reason from lay man to skilled person. Mobile is filling the gap of human beings absence by instant communication. Libraries are successful from clay tablet period to digitization era in using and applying technologies

to make use of library effectively. This study unfolds many issues to make library services further effectively. In future, library staff will work still more efficiently to make users informed about check-in, check-out, and reservations, due dates, new arrivals, and creation of electronic resources awareness etc., with the help of mobile technology. Motivation of users in this regard is the basic step to make users use library more. Mobile technology is growing as infotainment tool in present generation users' hand. Hence, Librarians should prepare themselves to reroute users towards libraries. Overall, users agree that mobile technology is helpful across wide variety of library services. Mobile devices continue to be important study tools for users.

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