

Extension of Library Operations and Services in Information and Communication Technology environment at MDKG College Library, Dibrugarh, Assam : A case

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Abstract

The advancements in information and communication technology have changed the very scenario of information world. The use of ICT in college libraries has great impact of the process of information storage, processing, communication and dissemination. The application ICT has facilitated the automation of library system, wide access to resources and services, transformation of data into digital format, interactive and instant service(24X7), introduce innovative services, etc. This paper, taking MDKG College library as a case, highlights the implication of ICT in various aspects of library operations and services in MDKG College Library.

Key words : Automation, Library System, ICT, Website, Library Services

1. Introduction:

The college libraries are playing a vital role in higher education system in Assam. It supplements and compliments the teaching and learning processes of the college and also encourages research of faculty and students. Information explosion and emerging information technology has brought tremendous changes to the library system. The libraries should be more significant in their processes of acquiring, processing, organising and disseminating information to users. In these circumstances we are witnessing the change of libraries from its conventional approach to more dynamic approach in presence of ICT.

2. Background Study:

ICT is defined as, Information and Communication Technology, refers to

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technologies that provide access to information through telecommunications. ICT is used for information processing in general. In particular, ICT is the technology that uses computers, computer software, satellite, mobile phones, internet and other devices and facilities to convert, store, process, transfer, disseminate and retrieve information from anywhere, anytime.

Sarmah(2011) has stated that the introduction of computers in colleges of Assam started in the year 1999. After that the use of other technologies were also come to the existence slowly. The very positive sign he noticed that all the professionals are showing interest towards the application of information technology in libraries.

Patel(2018) emphasised on the use of technology to bridge the gap between users and information sources. He recommends various practices in libraries using ICT, ranging from use of LMS(Library Management Software) to use of social media networks.

Jena(2019) says that the application of ICT is based on the updated needs of users and to ensure quality to services.

Mishra(2014) states that ICT has a great impact on transforming libraries from its traditional concept of information warehouse to modern knowledge hub. It finds its place as a competitor among many others in the information society.

Salve(2014) states that ICT is useful for improving productivity and efficiency of library services. Libraries are utilising advance scientific ways and know-how and adopting ICT for best practices to cater the needs of users.

3. Statement of the Problem:

Due to enormous growth of information, growth in the number of users with diverse needs, ever increasing price of reading materials etc, the libraries are facing various challenge. Libraries have sought help of technology in various aspects to cope up the challenges. In this juncture, ICT have been used extensively in various activities of libraries and opened other issues relating to process of information in various stages. The use of ICT has added edges to library functionalities. Present study is an attempt to find out the level of application of ICT in MDK Girls' College library, Dibrugarh. The study will help to find the impact of ICT in various library operations and services and to draw a conclusion about the role of ICT in library management in general.

4. Objectives:

- a) To know the application of ICT in library management in MDK Girls' College library.
- b) To know the impact of ICT on library services of MDK Girls' College library.

- c) To study the area of extensions of both library operations and services.
- d) To study the impact of library usage due to the application of ICT.

5. Methodology:

Keeping in mind the extent and scope of the study, the observation method of research is deployed to carry on the present study. As the researcher is engaged in professional librarianship for more than a decade, the researcher gets stimulation for undertaking the present study.

6. Manohari Devi Kanoi Girls' College, Dibrugarh, Assam:

MDK Girls' College was established in the year 1963. It is one of the premier institutions in upper Assam for imparting higher education for women especially. The college has 20(twenty) number of departments mainly engaged in imparting undergraduate courses.

The MDK Girls' College library has 35000 books in its collection. Number of journals subscribed by MDK Girls' College library is 12 and 12 number of magazines subscribed by the library. Along with these the library is also receiving a good number of journals and magazines as gift. Number of newspapers subscribed by the library is 8. The library is accessing e-resources subscribing N-List Consortia. The library has created book and user database using SOUL software. Networking and Wi-Fi facility are available in the library.

7. Analysis:

7.1. Use of Library Management Software(LMS):

MDK Girls' College library had created the process of automation in the year 2006 using SOUL 1.0 LMS. It has completed the creation of book database in the year 2008. It has started the automated circulation system in the year 2009. Software has been updated to newest version SOUL2.0 with latest application version 2.0.0.12. It facilitates –

- a) Exhaustive management of records of documents.
- b) Transaction of books including reservation
- c) Powerful search facility for books and members based on various search criteria
- d) Report generation and distribution.
- e) Database backup and restore.

7.2. Computerised Services:

Many functions and activities are done through computers. Books and users'

Membership card are barcoded. Transaction of reading materials, report generation, indexing, sending reminder, maintenance of statistics and other sectional functions are performed using computers.

7.3. Online Public Access Catalogue (OPAC):

It is an important tool available in the library for searching library holding. Various options are provided to search documents i.e. Author, Title, Publisher, Accession Number, Keywords, etc. It is available on LAN. The address is <https://lib-server/webopac>.

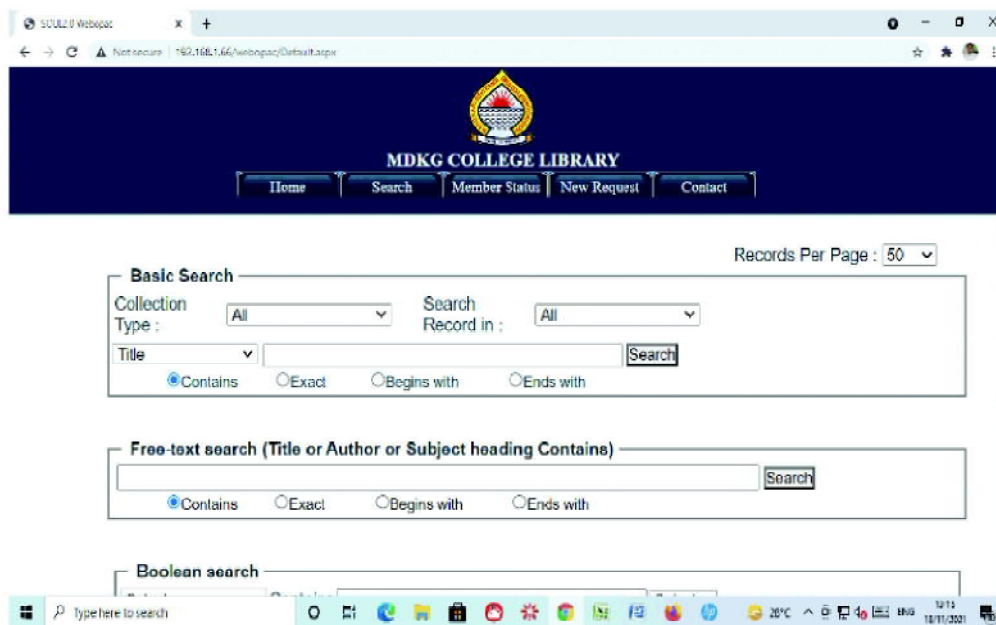


Photo 1 : MDKG College Library's OPAC

7.4. Institutional Repository(IR):

Library has initiated the establishing an institutional repository using Dspace Digital Library software (Version 6.3) in 2020. It aims to capture, store and distribute the scholarly content over the Wi-Fi and facilitates exhaustive searching and retrieving of items. The address of IR at MDKG college is <https://192.168.1.100>. Synology Disaster Recovery solution has been installed for its data security of the repository.

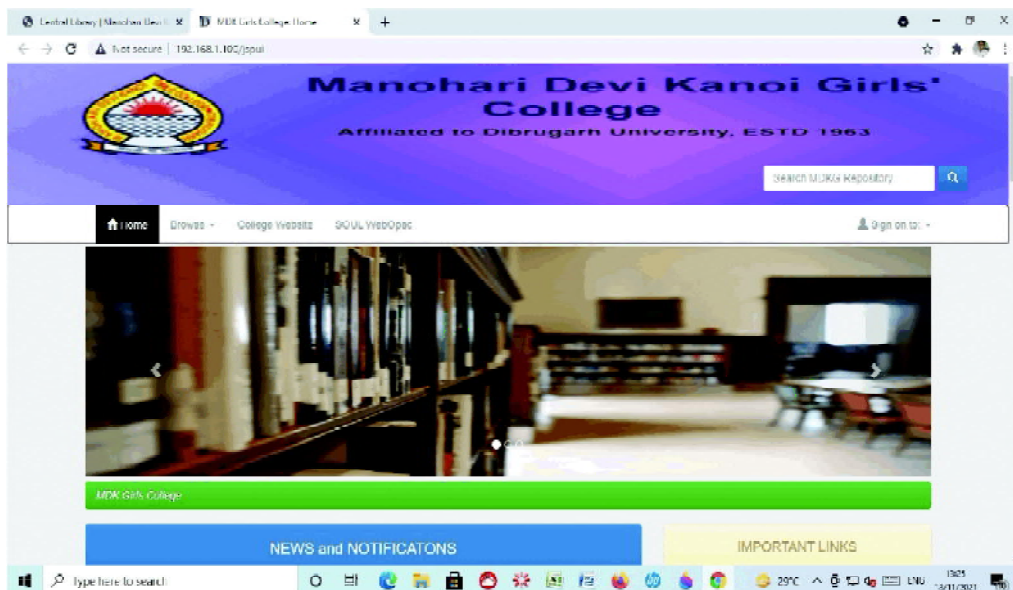


Photo 2 : MDKG college Library's Institutional Repository

7.5. E-Journals and E-Books under INFLIBNET NList Programme:

Library has been subscribing e-resources through INFLIBNET NList Programme since 2010. There are 1,95,809 lakhs e-books and 6000 National and International e-journals are available full text. Library users are provided the user Ids and the passwords to get access to the documents of their interest.

7.6. Internet and World Wide Web (WWW):

The library has an internet access Centre with six computers which provide free internet facility to all students. Students derive best facility from this centre to perform various tasks. It serves like a knowledge hub where students can browse and access wide source of information. The World wide Web (WWW) is a client server based, distributed hypertext, and multimedia information system, used extensively by the users.

7.7. Library Website:

The library has a website with the linkage to college website to facilitate users with up-to-date information, useful links, various e-resources, etc. It incorporates all the details of library, access to various forms, question papers, notifications, etc. The address of the site is <https://mdkgclibrary.wixsite.com/mdkgclibrary>. Website is a tool for wide publicity and to promote the library to society. It acts like a single window for various web enabled library services. More importantly, it entertains instant messaging and chatting.

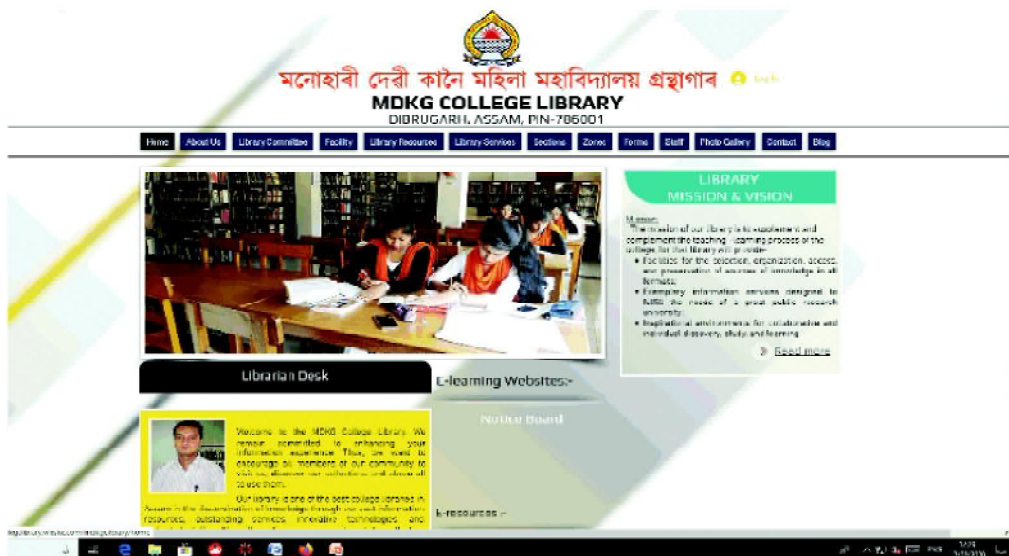


Photo 3 : MDKG College Library's Website

7.8. Electronic mail :

The library uses electronic mail as a medium for sending and receiving mail. It enhances the functionality in many aspects. It provides edge to information dissemination services of the library. The E-mail of the library is mdkgclibrary@gmail.com. Users can interact with the library staff through e-mail for their queries.

7.9. Social Network Site:

The library widely uses social media networks to reach users for instant contact and better services. The library is available in popular social media facebook(<https://www.facebook.com/MDKG-Library-747010562002636/>) for establish communication with users and maintains a blog (<https://librarymdkgc.blogspot.com>) which is used as publication and discussion forum. The library creates a WhatsApp group for sharing information and to enhance communication process.

7.10. Book Club:

Reading is an individual activity and it evokes strong feelings in one's mind. It is natural that everyone like to share his/her feelings, to talk with others who also read same book to see if they share same opinion or not. The Book Club of MDKG College Library is initiated on 10-01-2017 and it aims to provide an opportunity to talk about our reading experiences rather than the book itself. It helps the readers to read and broaden their world outlook and give them opportunity to express themselves. Every

year many students register their names for Book Club. Library has provisions for extra reading for those members. The programmes are used to record using camcorder for archival process.

7.11. Library Orientation and Information Literacy Programme:

Library arranges the orientation programme to the new users at the beginning of every session. Librarian uses ICT equipment like smart board and PowerPoint (PPT) presentation to inform users about library rules, its information sources and services, searching tools, facilities, etc. Library also arranges information literacy programme from time to time to acquaint the users with advanced information handling process with the help of ICT.

7.12. Vigilance:

The whole library is under CCTV surveillance. It helps in maintaining calm in library and prevents unwanted happenings. It also saves the time of staffs in many ways.

7.13. Mobile Zone:

The use of mobile phone is permitted in an area in porch. Users can take snapshots of any materials and send messages from this area. The other areas are strictly mobile phone prohibited.

7.14. Reprography and Printing:

The library facilitates reprography facility at a nominal price to its users. Fee based printing facility is entertained for academic purposes within the library premises.

8. Findings:

8.1 The above analysis shows the current status of M D K Girls' College Library. It is apparent that the library has used ICT in large extent both in library operations and services. The library seems to be more visible, accessible and more resourceful with the application of ICT.

8.2 The library developed a dedicated website, which is found to be interesting in disseminating information and creating communication.

8.3 The library is using some quite innovative services like instant messaging and chatting. Both the professionals and users are taking advantage of ICT while using the library.

8.4 The initiation of Institutional Repository facilitates archival, usage and impact of scholarly output of the college.

The use of ICT has enhanced the level of convenience of all library activities and saves the time of both users and staff.

9. Conclusion:

The impact of information and communication technology is enormous and global in its magnitude. It has become an integral part of all aspects of the library. ICT has profoundly affected library operations, information resources, and staff skills requirement and user expectations. ICT has virtually unlimited potential for a variety of useful applications in libraries. It can significantly contribute to improve quality, increase productivity, efficient operations, better networking and effective service.

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