

Learning in the Digital Age: Modern Library Services and Higher Education

Karthik Kumar M

Research Scholar

Dept of Library and Information Science
Mangalore University, Mangalagangothri, Mangaluru
Karnataka-574199

Dr. M Purushotham Gowda

University Librarian

Mangalore University
Mangalagangothri, Mangaluru, Karnataka-574199

Abstract: This Article initiative is dedicated to a comprehensive exploration of the multifaceted landscape of modern library services within the context of higher education. Through in-depth analysis and classification, the study aims to provide an illuminating overview of the diverse services that are offered, shedding light on their unique features and how they contribute to the educational experience. By identifying and scrutinizing their strengths and weaknesses, the study seeks to provide a balanced assessment of the benefits, such as improved accessibility and resource availability. This Paper is dedicated to providing actionable recommendations for the Learning in the Digital Age: Modern Library Services and Higher Education

Keywords: Modern Library Services, Higher Education, Access to Database

Date of Submission: 01-01-2024

Date of Acceptance: 09-01-2024

I. Introduction

A service institution is a library. In the modern world, library services are some of the most popular and well-liked. Libraries are used by the academic community, especially in universities, for research and instruction. Schoolwork is backed by a library. So the library is appropriately regarded as the centre of an academic institution. Institution. Consequently, we might conclude that the idea of a library is an establishment where a reader can consult with one person to get all the information you need. Consequently, universities are locations that have the responsibility for the higher education and knowledge of the human personality development and national development. A university provides for suit the demands of advanced study and research. The reason why college and university libraries are referred to as academic libraries is that there, students, researchers, and staff can acquire the assistance they need to meet their academic needs. Consequently, a quality academic library is a priceless national asset that cannot be compared to possessions and money. These kinds of libraries are connected with academic course books, textbook, curriculum, syllabus, and reference transactions books. A college, university, or other intellectual institution wouldn't be complete without an academic library. (Arjun et al., 2010)

Accuracy, promptness, civility, and a grasp of the information need are just a few of the attributes that online library services must possess in order to compete with traditional references. It offers consumers the ease of obtaining information on their own schedule, saving them money and time on travel, and giving them additional possibilities for responding inquiries about references. The delivery of these services is not limited by the conventional models. Opening hours, however they can also be provided 24/7, also known as 24/7. While there Despite the fact that there may be a drawback to not meeting in person, there are numerous benefits to this new system. The medium's and biggest benefit is that employing an electronic library can assist a lot more users. (Bhatnagar, 2005)

II. Review of literature

Kumara & Acharya (2022) Evaluation of Library Services and Facilities by the Students of BLDE (DU) during the Pandemic COVID-19: A Study. Evaluation. This study deals with the awareness and usage of various services and facilities offered by the BLDE (DU) central library during the Pandemic. The research method adopted for this study was a Google Form with a self-designed questionnaire was prepared and circulated randomly among 100 PG students of BLDE-DU, in which 66 were responded. The result revealed that almost all the postgraduate students who responded are aware of the central library's variety of services & facilities. Circulation service is the major service that the PG students utilized following Plagiarism check and Literature search services. The research proposes that user satisfaction assessments be promoted based on the study's results. In addition, library administration should provide training sessions on how to utilise library

services effectively on a regular basis. This research adds to the body of knowledge, policy, and practise, especially when it comes to accessing library services and facilities during pandemics like COVID-19.

Das (2021) Modernizing the Sikkim University Library: Transformation from Traditional to Modern Library Services and Facilities Information and Communication Technology has transformed the whole gamut of Library and Information Centres and its adaptability in libraries are inevitable. Although the primary function of a library remains the same, to acquire, organize and provide access to information to the users, the ways the tasks have been carried out are changing tremendously. This continuous development has demanded the libraries to modernize. With this perspective, the paper has attempted to highlight the transformation of Sikkim University Library of North East India. The paper will focus on modern services and facilities and provision of different E-resources in the library. It will also highlight the infrastructure of Sikkim University Library.

III. Objectives of the study

- To Explore the Different Types of Modern library services in the Higher Education Libraries
- To Identify the advantages and disadvantages of Modern library services
- To recommend measure to improve the current status of Modern library services

IV. Research methodology

The authors employed a literature review as their chosen methodology, through which they collected relevant articles from multiple sources. They systematically analyzed patterns in the literature and subsequently synthesized the findings to provide a comprehensive assessment of existing practices and to outline future directions in the services provided by modern libraries.

V. Different Types Modern Library Services in Higher Education Libraries

a. Web OPAC: By linking the Uniform Resource Locator (URL), users can get information from the web OPAC. It provides the opportunity to learn about the holdings of libraries, as well as access to users. In web OPAC, library books, and other reading materials the items are subject-wise categorised by assigning a call number. Some search facilities are limited for utilisers and guests.(Rajasekaran et al., 2023)

b. Library Webpages: Library webpages can be defined as portals to information about the library. It gives integrated access to the metadata of a library's many databases, ejournals, and library catalogues, as well as extensive library information. provide access to all computer-based services such as library collection, library timing, and library circulation operating hours, list of online journals subscribed to, CAS/SDI/Reference services, popular A library's papers based on circulations, reservations, user feedback, and so on. With The library's homepage allows it to quickly disseminate its services and facilities to the public. scholarly community on a global scale.(Gavit, 2021)

c. Online database: These are enormous collections of machine-readable data kept by commercial agencies and accessed over communication lines. Many libraries subscribe to them in order to have easy access to and utilise of updated information. The downside is that only bibliographic information is provided rather than full text. The When the system is down for whatever reason, information cannot be accessed. EiCompendex, for example. SciFinder Scholar, Web of Science, Current Contents, and other similar resources(Bhatnagar, 2005)

d. Bulletin Board: It is an electronic communication forum that hosts messages and articles related to common subjects or themes. interests. It allows users to call in and get help. Leaves or retrieves messages. This message could be distributed to all bulletin board users or only to specific users(Rajasekaran et al., 2023)

e. Web-based User Education: Web-based guidelines and instructional resources square measurements can be found all over the internet since they are easily updated, accessed, and printed on demand. The majority of web-based users Education offers users a great level of involvement and versatility.(Gavit, 2021)

f. web forms: Web Forms Some library websites include web forms for recommendations and comments about library services. There are various types of web forms available on the internet, such as an Indent form for getting particular periodicals. Form for requesting interlibrary loan for document delivery, Forms for Ask-a-Librarian, online reservations, or Forms for user surveys.(Bhatnagar, 2005)

g. YouTube: YouTube allows all visitors to view, save, and share videos and associated information for free. in terms of price. We can do it with YouTube's help. share our freshly added library-related ideas resources, and so on. It may benefit consumers all around the world.(Rajasekaran et al., 2023)

h. Real time services: Live reference is a new and interesting kind of digital reference service that libraries are aiming to provide more and more of these days. These are real-time, interactive reference services where users can converse.at any time, from anywhere in the globe, to a genuine, live reference librarian. Interaction between the user and the librarian is possible. Unlike email reference, the librarian can conduct a reference interview using chat technologies.Sort of, by asking users to expound or clarify if necessary before answering the question.The librarian may conduct Internet searches, load websites into the user's browser, and receive

email. Users provide timely feedback on whether their questions have been satisfactorily answered. (Bhatnagar, 2005)

i. SMS (Short Message Service.): It is mostly used to deliver reminders to overdue materials or materials that are available for collection. (Rajasekaran et al., 2023)

j. 24 Hour Library Access: Libraries are constantly functioning to give users with access. As a result, individuals can access information in a library at any time. (Rajasekaran et al., 2023)

VI. Advantages of Modern Library Services

- a. It allows consumers to save valuable time.
- b. Using web-based library services, a huge number of people can be assisted at the same time.
- c. Knowledge is available in a variety of locations and formats.
- d. Instantly meet information requirements.
- e. The operating costs are low. (Gavit, 2021)

VII. Disadvantages of Modern Library Services

- a. Every minute, a massive amount of information is produced.
- b. There is no completely comprehensive record of the numerous documents available at instant
- c. Users must be trained to utilise the specialised equipment.
- d. Copyright regulations and licencing agreements restrict use.
- e. Currently, access is unreliable (URL issues, internet connection issues). (Gavit, 2021)

VIII. Conclusion

This exploration has unveiled a diverse landscape of modern library services in higher education, showcasing their adaptability to contemporary needs and technological advancements. Our analysis has highlighted the significant advantages modern library services offer, such as accessibility and convenience, but also underscores the importance of addressing challenges like digital literacy gaps. The recommendations proposed in this study offer practical pathways for enhancing modern library services, ensuring they remain dynamic, user-focused, and responsive to the evolving needs of higher education.

References

- [1]. Arjun, Kumar, D., Majumder, A. J., & Bose, S. (2010). Role of Library in Higher Education in India. *International Journal of Librarianship and Administration*, 1(1), 1-12.
- [2]. Bhatnagar, A. (2005). *Web Based Library Services*. PLANNER (pp. 426-434). Ahmedabad: Assam University.
- [3]. Das, P., & N, L. (2021). Modernizing the sikkim university: transformation from traditional to modern library services and facilities. *Library Philosophy and Practice*.
- [4]. Gavit, B. K. (2021). Web based library services. *Library Philosophy and Practice*, 1-7.
- [5]. Kumar, P., & Acharya, S. (2022). Evaluation of Library services and facilities by the students of BLADE (DU) during the pandemic COVID-19: A Study. *Library Philosophy and Practice*.
- [6]. Rajasekaran, S., Ganesamoorthy, M., Selvakamal, P., Mohan, M., & Hema Malini, S. (2023). Services Provided by Academic Libraries in The Modern Era. *Journal of Information Technology and Sciences*, 9(1), 1-5.