
**Effective Use of Smartphone's In Library Services: A Case Study of NAAC
Accredited Colleges Affiliated to Sant. Gadge Baba Amravati University,
Amravati**

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Abstract :

The purpose of the study is to identify the effective use by the college students about the use of smart phones in searching information. In this 21st century college students essentially use smart technology for library services and this new technology offering outreach technical options for college librarians. It investigates the present status of the college students regarding Smartphone effective use of smart phones in retrieving and searching information from college libraries and to point out the possible shortcomings their solutions and suggestions. The methodology includes a quantitative approach. The researcher used a survey method using a structured questionnaire to measure the effective use of college students regarding the use of smart phones in searching information from college libraries.

Keywords: Smartphone, E-resources, College library

Introduction:

Academic libraries support teaching, learning, research activities and development of a culture of sharing and imparting knowledge to fulfill objectives of their parent institutions. The important activities of academic libraries include collection development, reference service, document delivery, ICT technology base services access to organized collections held by the library and assist students in information search and retrieval for effective use. Smart phones are one of the most commonly used gadgets in today's world. Everyone uses smart phones these days. They are indeed very useful and help us in so many ways. The invasion by COVID in last 2-3 years revalorized the total life style of Indians. The COVID compelled total isolation of persons and families were confined within four walls, offices started work from home from primary to higher education and almost everyone was compelled to have a high track android mobile phone for their education. The good thing out of worst is that every student is with an android phone and not that but is well versed to operation and use different apps for study, research and investigations. Thus reflects in use of e-resources because of COVID every student coming to college is with android phone and knows well to operate and use different apps to find out the intended information from e-resources. The worldwide smart phones subscriptions are at 7.6 billion more than half of the global population. The smart phones of this age are known as smart phones. They are no less than a computer and sometimes even more. Smart phones have massively changed the Management of Databases or House Keeping Operations as well as the way services are delivered. Smart phones has been considered as the most instrumental factor for endow with a library services. Due to information explosion it is very difficult to handle large information with traditional library tools like manual indexing, catalogue, bibliographies, etc. In today's library environment, to provide the right way, is not possible without smart phones application.

Smart phone based services include email alerts, use of social media, various internet based services, SMS alerts, electronic document delivery, etc. As users are adopting modern technologies for their academics, these smart phone based library services are playing a vital role in their academic success.

Users in academic libraries are no longer limited to physical books, journals and documents they may now access information in digital formats such as audiovisual, multimedia dimension features, and so on. All knowledge is now at people's fingertips, thanks to the revolution brought by smart phone.

Review of Literature

A review of literature on Effective use of Smartphone's in library services reveals a number of studies that have tackled this subject in different parts of the world. Hansaben Shashikantbhai Bhoj (2020) explored the application of mobile phone technology in all aspects of our everyday life cannot be ignored in institutions and establishments including libraries. Therefore libraries in developed economies have embraced the mobile phone revolution and are utilizing them for effective and efficient services. In contrast, however, mobile - based services are not pervasive among academic libraries in India. Malathy S. and Kantha P. (2013), This paper presents an outline of the application and use of developments in mobile telecommunication systems, web technologies (internet/intranet) and geographic systems like GPS/GPRS to provide ubiquitous, user-friendly, personalized and dynamic up to date information services to library users. This new technology will be of great help to libraries towards strengthening their relationship and providing enhanced user experience to existing users. Srinivasa Rao Nalluri and Brahmaiah Gaddam (2016), this paper 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. Archana Saxena and Yadav R.D. (2013), paper discusses on the need, advantages, drawbacks, barriers and solutions for propitious implementation of the mobile technology in libraries. It also explores the type of infrastructure required by the libraries for providing these services in libraries. Vasantha Kumar (2022) explored the mobile technologies and its application are playing an increasingly vital role in phone age people. Devices such as like smart phones, tablets, and e-book readers connect users to the world immediately, Advancements in networking technologies made it possible for mobile devices and application to be used in the field of education and Library services. It will be very easy access to information via mobile etc. It will also be effective and economic. Such technologies can have a great impact on learning by providing a rich, collaborative and conversational experience for Library. Gorla Sunil (2012), stated that simple steps to create the website for mobile phones and smart phones. There are various tools on Internet to create the websites for mobile phones. The Wire node website tool has been used on the basis of its simplicity and popularity to create this model website. The paper also includes information about the university library and its services. The model will be useful for Indian library professionals to develop websites for their mobile phone users. Kaur Navpreet (2018) the presented research focused to examine the extent of Mobile Phone usage and its influence on the academic performance of the students. A survey was conducted among 50 college going students of Chandigarh University, Gharuan to get the results. While selecting the sample two criteria were taken into consideration. The participants should be college going students and mobile phone users.

Objectives of the Study

The main objectives of the study are:

- 1) To investigate the Purpose of using Smart phones
- 2) To investigate the Frequency of Using Library Services in Smart phones
- 3) To investigate the Purpose for accessing library service
- 4) To investigate the level of satisfaction in using the Smart phones based library

services.

Research Methodology

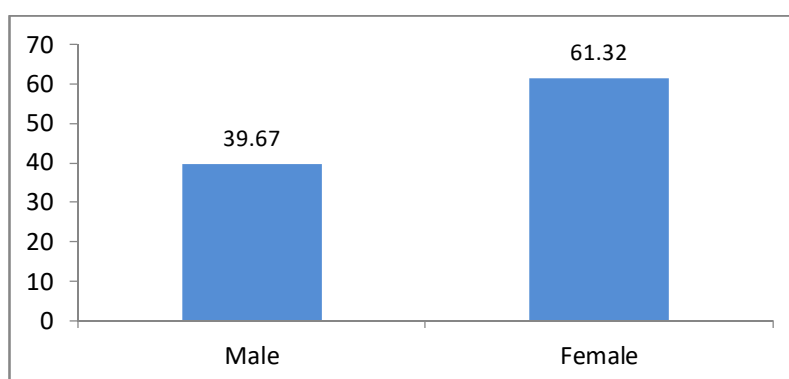
In the present study the questionnaire was selected as the source for collecting the comprehensive & relevant dates. A list of questions was formulated keeping in view the objective of the study & personally distributed to the students of 19 NAAC Accredited Colleges affiliated to Sant Gadge Baba Amravati University, Amravati. Total 950 questionnaire were distributed out of 755 were received back with response. (Present the tables according to 755 responses) The scope of the present study is confined to college students. The study population limited to 755 students of science faculty. Which consist of the students of NAAC Accredited Colleges affiliated to Sant Gadge Baba Amravati University, Amravati.

Table-1:
Distribution of questionnaire

Particulars	Students
Number of Questionnaire Distributed	950
Number of Questionnaire Received	755 (79.47%)

Table-1: shows the distribution of questionnaire, total 950 questionnaires distributed to 19 collages and response rate was 755(79.47%).

Graph No.-1: Gender-wise distribution

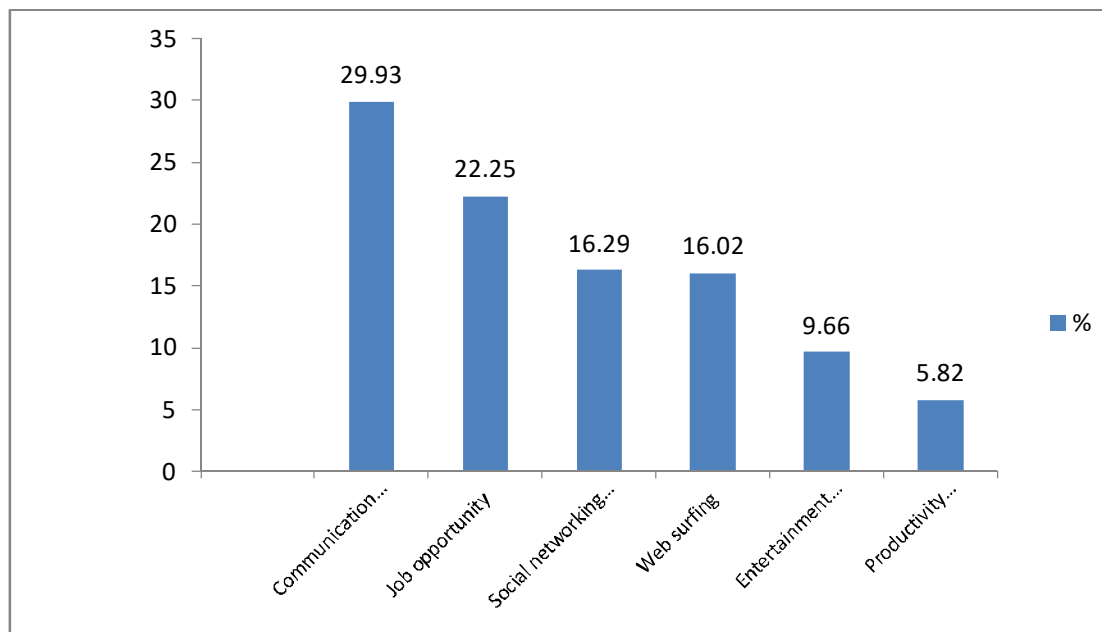


Graph No.-1 shows the gender-wise distribution of respondents, majority of 61.32% of them are female and 39.67% of them are male respondents.

The questionnaire method was used for the present study to collect the necessary primary data for evaluation and assessment

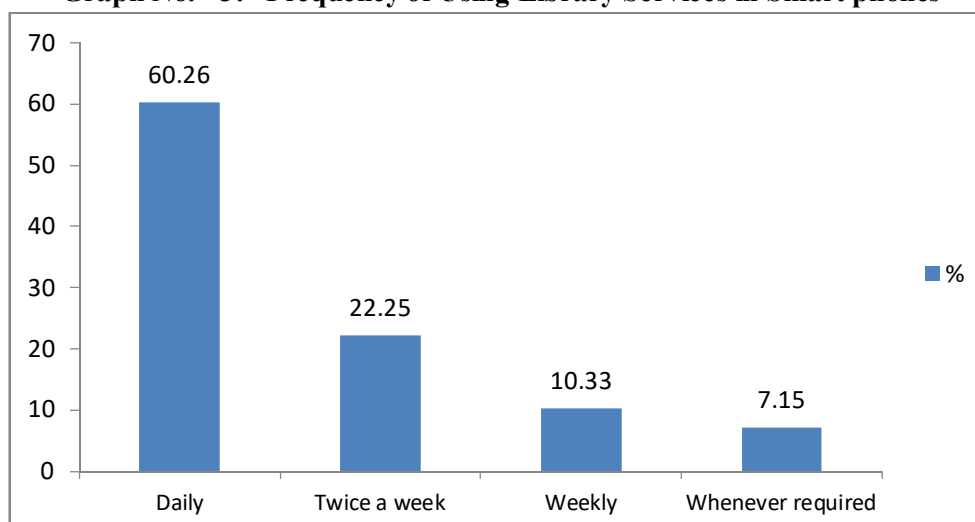
The questionnaire method was used for the present study to collect the necessary primary data for evaluation and assessment. The questionnaire method has some limitation to collect the data, hence the investigator adopted interview and observation methods were used to collect required information to supplement to the questionnaire method and to bring more clarity to the data. It is not feasible to collect large of number data of each and every library user in their study; therefore samples were selected by using stratified random sampling method. Hence Investigator has selected 39 management colleges on the basis of All India Management Association (AIMA) rating at Delhi/NCR region. The questionnaires were distributed personally among librarians and user

Graph No. -2: Purpose of use Smart phones



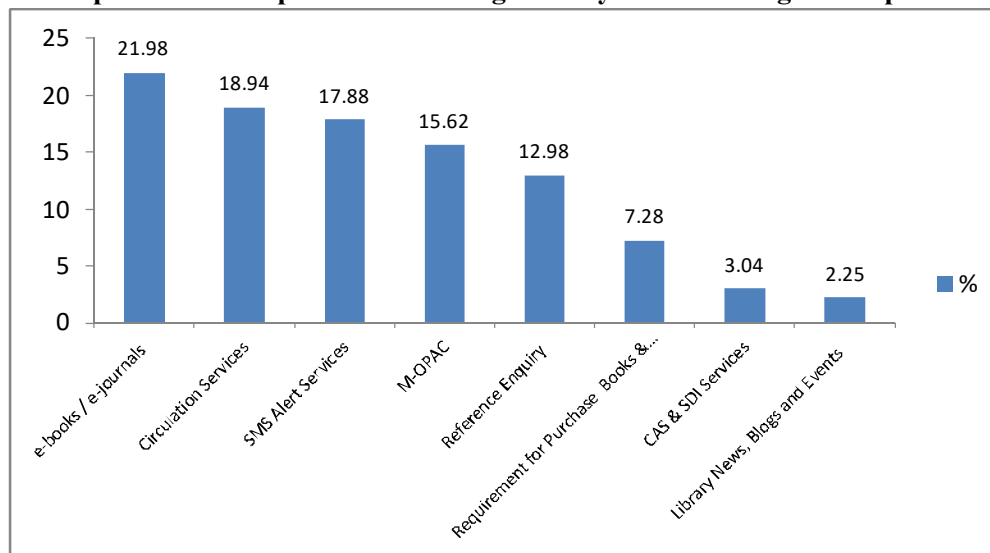
The above Graph No. 2 show that maximum students are using Smart phone for purpose of searching Communication (Whats App, messaging, calls, emails) i.e. 226 (29.93%),while maximum students using Smart phone for purpose of Job opportunity i.e. 168 (22.25%). The other aspect of using of Smart phone by students are for searching Social networking (Instagram, Twitter, Facebook) i.e. 123 (16.02%), while student use of Smart phone for Web surfing i.e. 121 (16.02%) .The less use of Smart phone is for Entertainment (Music, Games, Videos) i.e.73 (9.66%) and Productivity (Camera, Calculator, Alarm, Calendar) 44 (5.82%).

Graph No. - 3: Frequency of Using Library Services in Smart phones



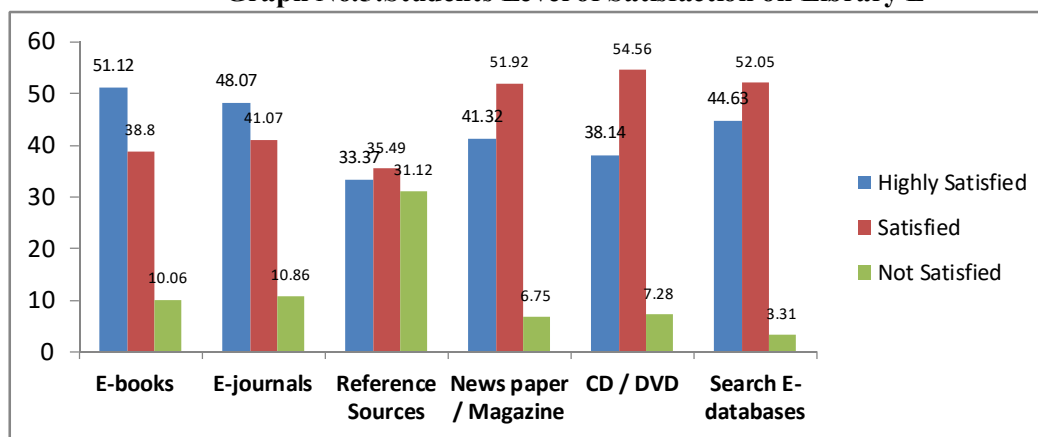
In order to assess the experience of using smart phones, the frequency of using library services on using smart phones has been classified into 4 different categories from the Graph No. 3, the students has 455(60.26%) users who use smart phones daily, followed by 168(22.25%) who use twice a week and 78(10.33%) users who use weekly, 54(7.15%) users who use whenever required. Thus, it is shown that most of the students are using library services in smart phones daily for their study purpose.

Graph No.- 4 Purpose for Accessing Library Service Using Smart phones



Graph No. 4 reveals the purpose for accessing library service using smart phones by the students. As, data were collected from a total of 755 students. The study found that majority 166 students representing 21.98% purpose for accessing library service using smart phones for e-books / e-journals, majority 143 (18.94%) students use smart phone for circulation services, 135 (17.88%) students mentioned that they use smart phone for library SMS Alert Services, 118 (15.62%) students accessing library service for m-opac using smart phones. 98 (12.98%) students using smart phones for reference enquiry, 55 (7.28%) students mentioned that they using smart phones for requirement for purchase books & journals, 23 (3.04%) students accessing library service for CAS & SDI services, 17 (2.25%) students using smart phones for library news, blogs and events.

Graph No.5: Students Level of Satisfaction on Library E-



Graph No. 5: revealed that the student level of satisfaction on library e-resources. It is observed that 386 (51.12%) have expressed the highest satisfaction to e-books, the e-journals are also almost liked with greater satisfaction 363(48.07%) with depressing satisfaction towards reference sources, news papers, magazine and search e-databases, where as CD / DVD resources are giving satisfaction to 412 (54.56%) in their study level.

Finding:

- Majority of students 226 (29.93%) purpose of use Smart phones for Communication (Whats App, messaging, calls, emails),
- Majority of students 455 (60.26%) frequency of using library services in smart phones Per day
- Majority of students 166 (21.98%) purpose for accessing library service using smart phones for e-books / e-journals.
- Majority of students 386 (51.12%) have expressed the highly satisfaction to e-books out of 755.
- Majority of students 363 (48.07%) have expressed the highly satisfaction to e-journals out of 755.
- Majority of students 268 (35.49%) have expressed the satisfaction to reference sources out of 755.
- Majority of students 392 (51.92%) have expressed the satisfaction to News paper / Magazine out of 755.
- Majority of students 412 (54.56%) have expressed the satisfaction to CD / DVD out of 755.
- Majority of students 393 (52.05%) have expressed the satisfaction to Search E-databases out of 755.

Conclusion and Suggestions:

Due to the advancement of smart phones , new technologies and tools are emerging day by day to fulfill the demand of the users. Application of smart phones to provide library, resources services will open new pathway towards this trend. 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 technology is very essential. Smart phones has become boon to the libraries. A library may reach the remote users effectively by adopting of smart phones technology in its services. Library policies, resources and services should be flexible and open so that new information needs of students are met with new technologies. The task of libraries is to exploit new technology in a more effective way to promote and integrate them into the design of future library resources and services in a cost efficient manner.

This increased use of smart phones provides an untapped resource for delivering library resources to patrons. The smart phone is the next step for libraries in providing universal access to resource and information.

Constant supply of Internet connectivity should be made a priority in the college Library in order to motivate and encourage users. College library may reach the remote users effectively by adopting of mobile technology in its services.

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