

Awareness and Access of Mobile Technology for Enhancing Library Services: A Case Study

Krishna Ranawat*

Abstract

Mobile technology has become a vital tool for enhancing access to information and library services, particularly in academic environments. This study examines the awareness, access, and use of mobile technology for library services in educational libraries in Udaipur, Rajasthan. Using a questionnaire-based survey, the research analyses users' awareness levels, usage patterns, and satisfaction with mobile-based library services. The findings indicate widespread use of smartphones and mobile applications for accessing educational content and library resources, highlighting improved accessibility, convenience, and user engagement. However, the study also notes that mobile technology alone cannot fully meet users' information needs and must be effectively integrated with existing digital library systems. The paper concludes that strategic adoption of mobile-based services can significantly strengthen library support for teaching, learning, and research.

Keywords: Mobile Technology, Library, Library Users, Education, Information Resource

Introduction

Today's world is moving quickly toward mobile technology. Mobile apps in educational libraries have become an important tool for communication. People now prefer using their smartphones to find the information they need in daily life. Smartphone use has grown rapidly because of better internet access and changing user habits. Smartphone technology allows users to access many apps and features easily from anywhere. Libraries are also starting to rely on databases and software that

work with mobile technology to provide digital content. With this change, libraries are creating more mobile apps to help users access and share library resources through their phones. Mobile technology has completely changed how people search for information and how they view libraries. Now, the idea of "Library in Your Hand" is becoming popular, as many library resources and services are delivered through mobile apps.

Mobile Technology in Library Services

Mobile technology simply refers to portable devices that can be carried anywhere and used for many different tasks. These include mobile phones, e-book readers, tablets, PCs, and laptops. This technology makes online learning easier, especially in places where education is difficult to access because of distance, conflict, or natural disasters. However, mobile technology alone cannot provide all the needed services. It works best when combined with digital technology in library services. The following key points were identified:

- Library services based on digitised information.
- Library e-platform services for intended information products.
- Library delivered information service
- E-resources for library services.
- Mobile technologies that can support enhancing the library services.

Objectives of Study

The objectives outlined for this article are as follows:

- To investigate the status of availability, awareness and smartphones use by the library users.

* Assistant Librarian, Bhupal Nobles' University, Udaipur, Rajasthan, India. Email: ranawatkrishna67@gmail.com

- To analyse the reason of smart phone use amongst the library users.
- To examine the access, attentiveness, and utilisation of mobile technology by the users.
- To investigate the purpose that smartphone technology is utilised by the library users.
- To identify uses of information resource from library through mobile phones.
- To observe the benefits derived from the use of mobile applications in libraries.

Table 1

Gender	Frequency	Percentage (%)
Male	79	48.79%
Female	83	51.23%
Total	162	100%

In this research paper, most of the library users are female, whose percentage is 51.23% (83), and the percentage of males is 48.79% (79).

Methodology

The objectives of this article are the perspectives like access, awareness, and use of mobile technology in different educational libraries. Based on the above framework, it is adopted using a questionnaire and observation methods to examine the collected responses.

- *Questionnaire Data Collection:* A questionnaire will be the most suitable manner for this paper. The core data are collected through group e-mail and personal interviews with users. A list of questions was formulated keeping in view the objectives of the study.
- *Sampling Procedure:* For this study a total of 210 questionnaires were distributed to the library users in the academy library of Udaipur, Rajasthan, through email and personally, but only 162 questionnaires were received. So as a percentage analysis between the distributed and collected questionnaire, it was 77.14% (210).
- *Analysis and Interpretation:* The collected data were discussed and analysed with the help of figures and tables for easy understanding.

Table 2

Age Group	Frequency	Percentage (%)
18-20	36	22.22%
21-25	43	26.54%
26-30	57	35.18%
31to above	23	16.04%
Total	162	100%

When we divide these library users into different age groups, we find that 35.18% (57) of library users are in the age range of 26 to 30 years, 26.54% (43) are in the age range of 21 to 25 years, 22.22% (36) are in the age range of 18 to 20 years and 16.04% (23) of library users are above 31 years of age.

Data Interpretation and Analysis

The procedure outlined above has been employed for this study. The results were obtained by using the statistical tool. Detailed analysis and its interpretation are discussed below. The results of the study are as under:

Age Group

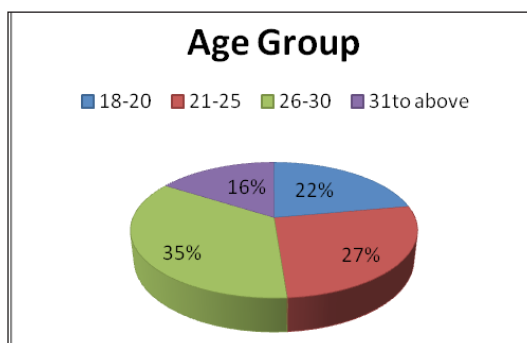


Table 3

Qualification	Frequency	Percentage (%)
UG	66	40.74%
PG	51	31.48%
M.PHIL	17	10.49%
P.hd	28	17.28%
Total	162	100%

Among these, the maximum library users are UG students, which is 40.74% (66); 31.48% (51) are PG students; 17.28% (28) are PhD students and the lowest number of library users are M Phil students, whose percentage is 10.49% (17).

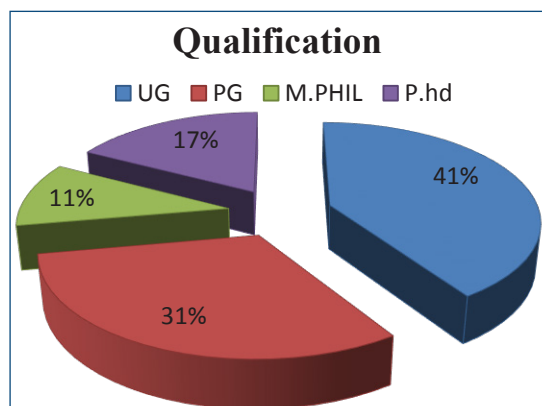
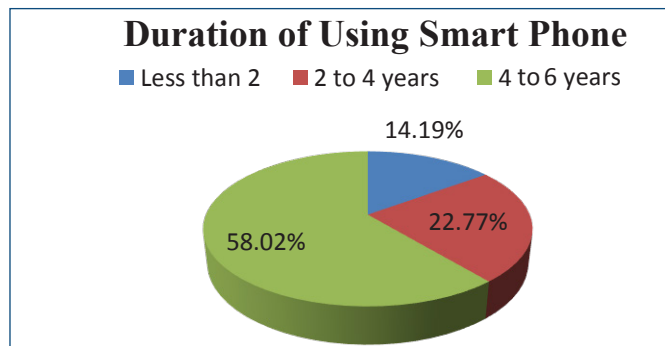


Table 4: How Long You are Using Smart Phone

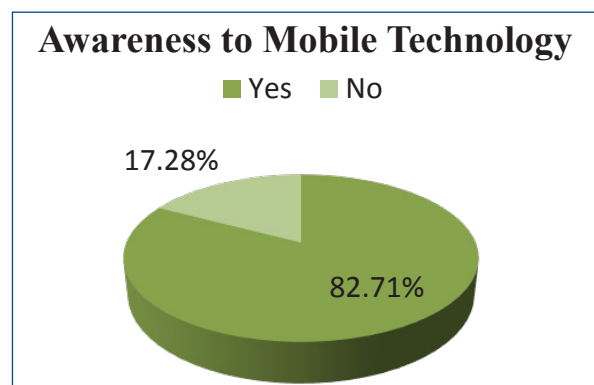
	Frequency	Percentage (%)
Less than 2	23	14.19%
2 to 4 years	45	22.77%
4 to 6 years	94	58.02%
Total	162	100%



Looking at the current context, among the library users who are using smartphones, the maximum number of library users is those who have been using smartphones for the last 4 to 6 years, whose percentage is (94) 58.02%. After that (45) 22.77% library users are using smartphones for 2 to 4 years. Only (23) 14.19% library users are those who have been using smartphones for the last 2 years.

Table 5: Awareness of Mobile Technology Available in Library Services

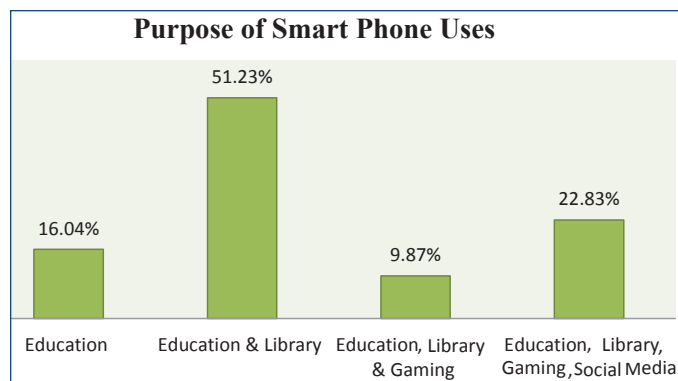
	Frequency	Percentage (%)
Yes	134	82.71%
No	28	17.28%
Total	162	100%



According to the above sample data, among the library users included, 17.28% (28) library users are unaware of the use of mobile technology in library services, and 82.71% (134) library users are aware of the mobile technology available in library services.

Table 6: Purpose of Smart Phone Uses

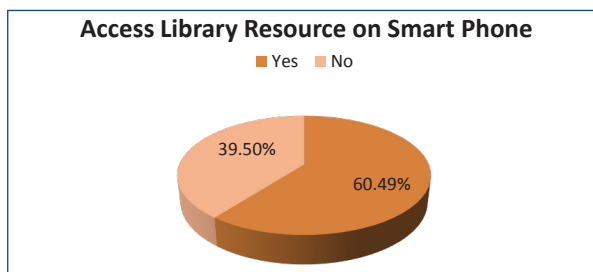
	Frequency	Percentage (%)
Education	26	16.04%
Education & Library	83	51.23%
Education, Library & Gaming	16	9.87%
Education, Library, Gaming, Social Media	37	22.83%
Total	162	100%



From the above table, it is seen that 51.23% of students use smartphone for education and the library, followed by 22.83% of library users who use smartphones for education, the library, gaming and social media, 16.04% of library users who use smartphones only for education, and 9.87% of library users who use smartphones for education, the library and gaming.

Table 7: Do You Access Available Library Resource/ E-Journal on Smart Phone?

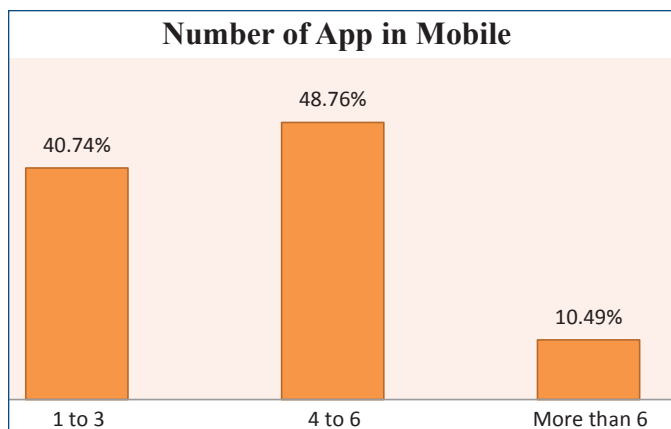
	Frequency	Percentage (%)
Yes	98	60.49%
No	64	39.50%
Total	162	100%



Library users who access the resources provided in the library through smartphones are 60.49% and 39.50% users do not access the resources provided in the library through smartphones.

Table 8: How Many Education App You Have Download on Your Mobile Device?

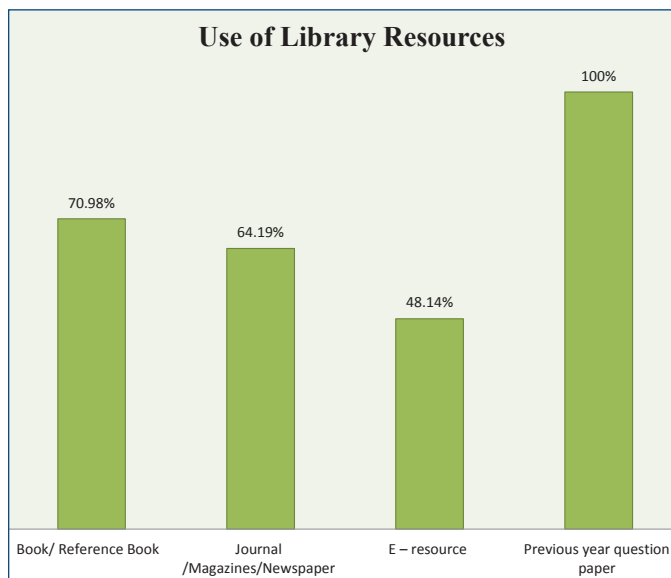
	Frequency	Percentage (%)
1-3	66	40.74%
4-6	79	48.76%
More than 6	17	10.49%
Total	162	100%



According to the data shown in the above table, 48.76% of students have downloaded 4 to 6 education apps on their mobile devices and the percentage of students who have downloaded 1 to 3 education apps is 40.74%, and only 10.49% of students have downloaded more than 6 education apps on their phones.

Table 9: Uses of Information Resource from Library

	Frequency	Percentage (%)	
Book/ Reference Book	162	115	70.98%
Journal /Magazines/ Newspaper	162	104	64.19%
E – resource	162	78	48.14%
Previous year question paper	162	162	100%



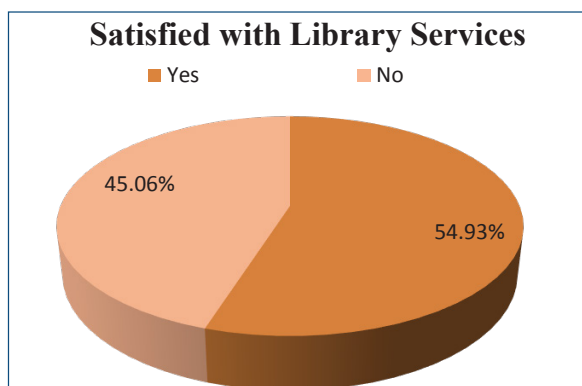
According to the above data, out of a total of 162 library users, 70.98% of library users use books and reference

books, whereas, out of the total library users, 64.19% of library users also use journals, magazines and newspapers along with books, and 48.14% of library users make proper use of e-resources available in the library for their studies. Along with this, 100% of library users get previous year question papers from the library for their studies.

This is a mixed response because the library users who use books and reference books also use the journals, magazines, newspapers and e-resources available in the library and all the students take previous year question papers from the library for their study.

Table 10: Are You Satisfied of Providing Library Services Through App on Mobile Phone/Smart Phone?

	Frequency	Percentage (%)
Yes	89	54.93%
No	73	45.06%
Total	162	100%



According to the above table, 54.93% of total library users are satisfied and 45.06% are not satisfied with the facility provided by the library through smart phone or mobile phone.

Finding

- Among all the library users included in this research, the highest number of library users is female; whose percentage is 51.23%.
- Among the library users included in the research, most of the users are in the age of 26 - 30 years (35.18%) and most of the undergraduate students/ library uses have been included in this case study.

- 58.02% of library users are those who have been using smartphones for 4 to 6 years. Along with this, 82.71% of library users are aware of the library services provided through mobile technology.
- From the answers of the respondents included in this study, it has been found that the library users use the smart phone mostly for library and education, whose percentage is 51.23%, and the lowest percentage is of education, library and gaming in which, according to the respondents, they use smartphones very little for gaming along with studies.
- According to the respondents, it is known that 60.49% of students access the library resources available in the library through their smartphones. And 48.76% of library users have 4 to 6 educational apps downloaded on their smartphones.
- From the information resources made available in the library, 70.98% of library users use only books and reference books. Apart from this 64.9% of students also use magazines and newspapers, and 48.14% of library users use e-resources, and all the students i.e., 100% of students, prepare a strategy for their further studies by getting previous year question papers from the library. And 55% of students are satisfied with the mobile technology provided in library services.

Suggestion

Librarians should conduct analyses and make smart decisions for mobile technology uses in library services. This means training staff, looking for new partners and funding sources, and being open to changing traditional ways of sharing information. They also need to be careful about unfair or misleading deals with outside content providers.

Knowledge about mobile technology should be shared among all librarians. It is important that expertise in mobile technology is shared across the profession; librarians should educate users about mobile-accessible materials and encourage discussion by offering training sessions, professional development programmes, and informative content through lectures, blogs, websites, or newsletters.

As mobile technology becomes more common, library staff will need to learn and use it to serve users wherever they are. Libraries will face challenges with management, money, and training, but it's important that everyone in the profession understands and shares this technical knowledge.

Conclusion

Due to the advancement of technology in library services, the library user gets the information he wants as per his demand in just a few steps. Using mobile phones to provide information in library services is moving towards a new direction. With the help of technology, librarians save their time by providing information to library users at the right time and considering the current situation, technology is the best means of providing library and information production and services online. This facility enables users to weigh in on library assets and services from anywhere at any time. Keeping this objective in mind, the use of mobile technology has become very necessary in library services.

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