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# GENTRIFICATION of BIBLIOTHECA for the DIGITAL CITIZENS

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## **GENTRIFICATION of BIBLIOTHECA *for the DIGITAL CITIZENS***

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### **ABSTRACT**

Bringing together the multi-folded facets of the various disciplines across the globe, the role of Libraries, the bibliotheca is transforming. The surging demand for the information in today's digital world, has been substantially changing the role of libraries. The Libraries are altering their roles by providing enhanced & enriched set of services. The patrons of this Digital civilization and the fresh entries along with the extension to this collection of tools and services has also changed. Prabha, Chandra, Lynn Silipigni Connaway, Lawrence Olszewski, and Lillie Jenkins calls today's world as "overloaded information environment".

This study on Gentrification of Bibliotheca for the Digital Citizens reflects the transformation of libraries in print-digital transition and the kinds of services citizens would like to see if they were to redesign libraries themselves. This study is a part of a research effort which explores the role that the libraries play in people's lives. Also, the study reflects how the Open Source Library Automation Softwares are affecting the users of today that is the Digital citizens. This survey was conducted to validate the findings from a data collection of 1431 Delhi locals ages ranging from 16 and above during the month of January to June, 2019. The survey was administered during the personal visits to the libraries like Delhi Public Library, Delhi University Central Library, Jawaharlal Nehru

University Library. A few personalised calls were made via landline phone and a few by calling directly telephonically, Also, through social networking websites like Facebook, LinkedIn, WhatsApp questionnaire was shared using Google forms. The questionnaire was distributed in print and electronic form both. The data was collected telephonically in both the languages English and Hindi. The margin of error for the full survey is plus or minus upto 5-7 percentage.

This present analysis that controls a variety of demographic factors such as income, educational attainment, and age shows that race and ethnicity are significant independent predictors of people's attitudes about the role of libraries in communities, about current library services, and about their likely use of the future library services the researcher has inquired upon.

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**Keywords** – Open Source, Automation, Library, Virtual Reference Service, Digital world, Digital Services, Digital citizens, KOHA, Delhi Public Library, Delhi University Library System, Dr B R Ambedkar University Library

## **INTRODUCTION**

Presently, we are living in the age of information where access to information is just a few click away. The information is available in digital format which can accessed from any corner of this world. The internet has made a major impact on how people find and access information, and the rising popularity of e-books is helping libraries to transform the reading habits of people in Delhi. How to use of app based services, Virtual Reference Service, Online Public Access Catalogue and also the Open Source Library Automation Softwares for the Library and Information Science Professionals. In this changing landscape, the libraries in Delhi are trying to adjust their services to these new realities while still serving the needs of patrons who continue to rely on more traditional resources. This study reports and explores the changing world of library services by looking at activities at libraries that are already in transition. The study focuses on the different kinds of services which the users would like to see if they could redesign libraries themselves. It is indeed part of a research based on the study of the Impact of Open Source Library Automation softwares on LIS Professionals. The effort has been intensively taken up in exploring the role of libraries play in people's lives and in their communities and how the use of Open Source Automation Softwares are helping libraries to build up a better and a stronger collection in comparison to the traditional one.

## **REVIEW OF STATUS OF LIBRARIES**

During the course of time the libraries are and will always remain the SYMBOL OF LEARNING. Though there has been a swift decline in terms of print collection as compared to the electronic collection. Understanding the need of the hour, libraries are also now available 24\*7. In the study given by Manoff, Marlene on "The Symbolic Meaning of Libraries in a Digital Age" is increasingly visible. The Virtual society anticipates the decline of Print knowledge. The libraries have to take into account the current perceptions. Understanding thee symbolic role, libraries need to contribute in the rapid growth of

information. With the rising fever of World Wide Web libraries need to continuously contribute to the paramount importance of the culture of knowledge dissemination. According to him libraries need to take a lead in the electronically driven culture of knowledge and take a look at a big picture.

In one of the article by Weise, Frieda titled as “Being there: the library as place” he contemplated upon certain questions :

- What is the value of the library as a place?
- What is the mission of the library as a place?
- What do users want from libraries?
- What do we, as librarians, want?
- How do we translate values, missions, and desires into a place?

He also considered libraries as cyphers of learning, libraries should be planned which can serve as:

- a physical symbol of the search for knowledge,
- a focal point for the campus and an intellectual common,
- a place for study and research,
- a place for groups engaged in collaborative work or learning,
- an access point and distribution center for print and electronic information,
- a teaching library to support trends in education, research, and service,
- a functional and pleasant workplace for staff, and
- an attractive gateway to the campus and a signature building

## **METHODOLOGY**

The study was conducted in order to survey the experiences and expectations of library users from libraries and how the Open Source Library Automation Softwares have benefitted the libraries as well their patrons too. The survey was administered during

their personal and through online portals as well. The visits to the libraries like Delhi Public Library, Delhi University Central Library, Jawaharlal Nehru University library. A few calls were made using the landline phone and a few by calling on cell phones. Also, through social networking websites like Facebook, LinkedIn, WhatsApp questionnaire was shared using Google forms. The questionnaire was distributed in print and hard copy both. The telephonically data was collected in both the languages English and Hindi. The margin of error for the full survey is plus or minus 5-7 percentage points.

This report contains findings from a survey of 1431 Delhi locals ages 16 years and above which was conducted between January 05 and June 05, 2019.

There were several long lists of activities and services included in the survey over phone. In many cases, the researcher asked half of the respondents about one set of activities and the other half of the respondents were asked about a different set of activities. These findings are the representative of the population ages 16 years and above, but it is important to note that the margin of error rises when only a portion of respondents pays attention. However, the researcher could effectively get 1010 responses, out of which only 929 were completely filled and answered properly.

There are also findings in this report that come from an online panel canvassing of librarians who have volunteered to participate in the surveys. 188 library staff members participated in the online canvassing that took place during May 1 - 30, 2019. The results from that canvassing are reported here because it was an equal opportunity to draw out comments from patrons and for better understanding of the librarians. Based on the findings the data has been depicted in the tables followed. The study made a successful attempt to analyze the Impact of Open Source Library Automation Softwares on the TRINITY of library meaning library's resources, its staff and its users. The different libraries on which the study is based are-

### **DELHI PUBLIC LIBRARY**

The Delhi Public Library (DPL) was established in 1951 by the then Ministry of Education, Government of India with the financial and technical assistance from the

UNESCO. The Library was inaugurated by the first Prime Minister of India Pt. Jawahar Lal Nehru on 27th October, 1951. At present, the Delhi Public Library is functioning under the administrative control of the Ministry of Culture, Government of India. The Head-quarter is located opposite Old Delhi railway station, it has since been developed into a premier public library system in the country covering the entire Metropolitan city. Delhi Public Library provides a wide range of books, journals and other reading materials in Hindi, English, Urdu, Punjabi & other Indian Languages for every one, whatever your reading taste. Library stock consists of 16 lakh books on variety of subjects including Books for competitive examinations, computer science, information technology, philosophy, religion, hinduism, social science, economics, political science, international relations, language and linguistics, science, physics, chemistry, zoology, botany, medical science, engineering, literature, fiction, history, geography etc. To manage the huge collection, the library has well trained staff for using KOHA – Open Source Library Automation Software.

The library has been expanding its services as a centre for dissemination of knowledge, information and culture. It is increasingly felt that the library should not merely serve as a centre for lending books, but should also grow as a robust organization devoted to promote intellectual pursuits and create community rapport among its readers. DPL provides the following facilities to the public.

- Lending of Books
- Reference Services
- Special Services

DPL has approximately 1,70,000 registered members are availing its services. To disseminate information which in turn helps the community to prosper the Delhi Public Library offers list of Special services to its users -

- Mobile Library Service
- Braille Library Service
- Reprographic Services
- R.C. Library Service
- Reading Room Service

- Social Education Services
- Deposit Stations
- Service to Prisoners
- Guidance and Training
- Community Library Service



Source : <https://dpl.gov.in/>

## DELHI UNIVERSITY LIBRARY SYSTEM

With more than 37 libraries in its fold, the DULS is accomplishing its task of reaching to wider academic community. It has advanced web activity with the subscription of as good as 63 high quality electronic databases being made available through campus network to teachers, students and research scholars. In addition to this 21 more databases are also accessible through UGC-INFONET Digital Library Consortium. DULS also promotes Open Access e-resources. DULS is regularly conducting innovative Information Literacy Programs (ILP) for the benefit of students, researchers and Faculty members and also making efforts in developing tutorials to make the community proficient in the use of

WWW. The OPAC service is also being strengthened. The endeavor is to further improve all our efforts to facilitate right information to the right user at the right time.

The Present holdings of the DULS include:

- Over 14,04,000 volumes.
- Regular subscription for about 2000 journals. Approximately 4000 journals are available online through Campus-Wide Networking operational in the CSL.
- Over 13,000 Ph.D Theses. The Library brings out a volume entitled 'Doctoral Research' every year on the eve of the Annual Convocation. It gives Abstracts of Theses on which degrees are conferred at the Convocation.
- Over 13,000 M.Phil Dissertations.
- Nearly 700 manuscripts of which Sanskrit and Persian account for 480 and 153 respectively. There are a few in Arabic, Urdu and Pushto as well. The Library possesses invaluable books such as Foster's Glossary/ Vocabulary, published in 1799, the complete set of the Proceedings of the Royal Society from 1688 onwards, the Greenwich Observations from the early 19thcentury, the Catalogue of the British Museum in 250 volumes and the Catalogue of the Library of Congress in 300 volumes.

Libraries under the Delhi University Library System

*(Listed in an alphabetical order)*

1. Audio Book Research Centre
2. African Studies
3. Arts Library
4. Botany Department
5. Braille
6. Campus Law Library
7. Central Reference Library
8. Central Science Library
9. Chemistry Department
10. Computer Centre

11. Computer Science
12. East Asian Studies
13. Education Department
14. English Department
15. Germanic & Romance Studies
16. History Department
17. Law Centre-I
18. Law Centre-II
19. Library & Information Science
20. Linguistics Department
21. Management Studies
22. Mathematical Sciences
23. Music & Fine Arts
24. Non-Collegiate Women Education Board
25. Philosophy Department
26. Physics & Astrophysics
27. Ratan Tata Library Slavonic & Finno Ugrian Studies
28. S.P.Jain Centre of Management Social Work Department
29. South Campus South Zone Undergraduate Library
30. Women Studies and Development Centre
31. Zoology Department



Source : <http://crl.du.ac.in/>

## **JAWAHAR LAL NEHRU UNIVERSITY LIBRARY (Dr B R Ambedkar Central Library)**

The Central Library is a Knowledge Centre which has rich resources mainly in Social Sciences, Humanities and Sciences. It is a nine-storey tower building and has a carpet area of about one lakh sq. ft. It is situated in the midst of the academic complex of the University and is the hub of all the academic activities of the University and provides comprehensive access to books, journals, reports, e-journal/online databases, e-books, electronic theses and dissertations.

Established in 1969, it incorporates the library of the prestigious Indian School of International Studies which was later merged with Jawaharlal Nehru University. The JNU Library is a depository of all Govt. publications and publications of some important International Organisations like WHO, European Union, United Nations and its allied agencies etc.

The Central Library is knowledge hub of Jawaharlal Nehru University. It provides comprehensive access to books, journals, theses and dissertations, reports, surveys covering diverse disciplines.

**Dr. B. R. Ambedkar Central Library**

Home | Library Information | Collections | Services | Digital Services | News & Events | My Library | Research Support | Referrals

**Collection**

Books	e-Books	Currently Subscribed Print Journals	Currently Subscribed Print/Online Journals	Currently Subscribed Online Journals	Currently Subscribed Online Databases	Currently Subscribed Archives	Currently Subscribed Newspapers
3,00,000	1,00,000	314	54	337	40		20

**Users (As of 2014-15 only)**

UG	PG	M.Phil/Ph.D.	Faculty members	Staff	Special Members
300	300	304	NA	NA	NA

**Library Staff**

University Librarian	Deputy Librarian	Assistant Librarian	Professional Assistant	SRs	Technical Assistant	Admin Staff	MTS/Janitor
1	3	10	22	22	1	3	4

**IT Infrastructure**

Screen Reader Software	Barcode based Circulation System	Library Website	Library Management Software	Digital Library Software	Digital Display Board	NAS Storage	Braille Printer
NA	NA	NA	NA	NA	NA	NA	NA

Source : <http://lib.jnu.ac.in/library-statistics>

## HOW DO LIBRARY PATRONS RECEIVE TRANSFORMED LIBRARIES ?

The results of the survey indicate that many library patrons are eager to see libraries with an expansion in digital services, yet they also feel that print books remain important even in the digital age. The use of free computers and internet access now rivals book lending and reference expertise as a vital service of libraries.

- 54% say borrowing books is a “**More Significant**” service for libraries to provide.
- 60% say reference librarians are a “**More Significantly**” required in the current scenario of the libraries.
- 94% say free access to computers and the internet is a “**More Significant**” service of libraries.

**TABLE 1 : PATRONS OPINION ABOUT LIBRARIES WITH AN  
EXPANSION IN DIGITAL SERVICES**

	<b>Level of satisfaction (%)</b>	<b>Significant</b>	<b>More Significant</b>	<b>Less Significant</b>
<b>Borrowing books</b>	54%		✓	
<b>Reference librarians</b>	60%		✓	
<b>Free access to computers</b>	94%		✓	

**THE USE OF TECHNOLOGY IN LIBRARIES**

With the advent of latest technologies, the information has become indispensable for the progress of humans. Today’s libraries are essentially required to be equipped with the technology to provide the best services to the users. The below given list of different technologies which attracted the users during the course of survey-

- Navigation app in the library – This application to help patrons locate material inside library buildings
- Virtual Tour of library – This technology allows the patron take a library tour virtually through World Wide Web.
- Online tutorials – The growing need of knowledge and the enormous amount of information available this facility equips the library to provide online library instruction through Internet.

- Self-check in and Self-Check Out Kiosk – A seamless facility which allows the patrons to borrow and return the borrowed materials on their own.
  - Amazon - style customized book/audio/video recommendation schemes – through this you can add or reserve the resource you are looking. The selection can be added to the wish list as well. The user can review and comment on the particular resource as well. This feature can be easily integrated through KOHA – Open Source Library Automation Software
  - Access to Kindle service – A very popular e-books device which helps to access and read the e=books on the device itself which can be borrowed from the library.

## **HOW DO LIBRARY PATRONS RESPOND TO THE USE OF TECHNOLOGY IN LIBRARIES?**

The study indicates that a wider uses of technology at libraries will surely attract the readers such as:

- *GPS-navigation apps to help patrons locate material inside library buildings:* 34% of ages 16 years and older would “likely” use that service and another 28% say they would be “somewhat likely” to do so.
- *Virtual reference services allowing patrons to send questions and get the spontaneous reply from librarians:* 68 % of ages 16 years and older would “very likely” use an “Ask a Librarian” means Virtual reference service, and another 36% say they would be “somewhat likely” to do so.
- *Apps-based access to library materials and programs:* 35% of ages 16 years and older would “very likely” use that service and another 28% say they would be “somewhat likely” to do so.
- *Self-check in and Self-Check Out Kiosk - Automatic lending machines or kiosks located at the entry and exit point of the library from where patrons can check out books, CDs, Journals, or music:* 63% of ages 16 years and older would “very likely” use that service and another 30% say they would be “somewhat likely” to do so.

- “Amazon”-style customized book/audio/video recommendation schemes that are based on patrons’ prior library behavior: 69% of ages 16 years and older would “very likely” use that service and another 45% say they would be “somewhat likely” to do so.

The data is presented in the following table 2.

**TABLE 2 : HOW DO LIBRARY PATRONS RESPOND TO THE USE OF TECHNOLOGY IN LIBRARIES ?**

<b>Uses of technology at libraries</b>	<b>Very likely</b>	<b>Somewhat likely</b>
<i>GPS-navigation apps to help patrons locate material inside library buildings</i>	34%	28%
<i>Online research services allowing patrons to send questions and get answers from librarians</i>	68%	36%
<i>Apps-based access to library materials and programs</i>	35%	28%
<i>Automatic lending machines or kiosks located throughout the community where people can check out books, CDs, Journals, or music without having to go to the library itself</i>	63%	30%
<i>Amazon”-style customized book/audio/video recommendation schemes that are based on patrons’ prior library behavior</i>	69%	45%

When inquired from the library staff members in an online panel about their most popular services, the three most popular services they indicated were : Classes on e-resources, Self check in and self check out training, Classes on how to use Kindle devices, and Online “Ask a Librarian” Virtual Reference services. Many librarians said that libraries like British Council Library in Connaught Place, Delhi were already offering these resources in various forms, because of demand from their communities. However,

through the survey it was noted that use of Open Source Library automation Softwares has not only helped the libraries to control their budget flow but also supported immensely to manage the resources of library. It was examined by the researcher that Use of Open Source Library Automation Softwares benefits both the library personals and the patrons as well. It reduces the level of stress on the staff and enhances the timely response for the users.

## **LIBRARIES: A SOCIAL HUB**

The survey of ages 16 and older also indicated that, libraries if they aim to grab a front seat should -

- *Offer a broader selection of e-books:* 57% of respondents say libraries should “definitely do” this.
- *Offer number workshops, story hours etc:* 89% of respondents say libraries should “definitely” do this.
- *Coordinate more closely with local schools:* 90% of respondents say libraries should “definitely” do this.
- *Offer free literacy programs to help young children:* 88% of respondents say libraries should “definitely do” this.
- *More comfortable space for reading, working, and relaxing:* 59% of respondents say libraries should “definitely do” this.

The above mentioned services are also most popular with the library staff members in our online panel, many of whom said that their library had either already implemented them or should “definitely” implement them in the future.

At the same time, people have different views about whether *libraries should move some printed books and stacks out of regularly accessed areas in order to free up space for tech centers, reading rooms, meeting rooms, and cultural events:* 40% of respondents said libraries should “definitely” make those changes; 39% said libraries “may be” should do that; and 36% said libraries should “definitely not” change by moving

books out of common spaces in order to free up space for tech centers, and rooms for meetings and cultural events.

## **HOW IMPORTANT ARE THE LIBRARIES?**

*The inhabitants of Delhi say libraries are important to their families and their communities, but often they do not know all the services libraries offer.*

90% of respondents said libraries are important to their communities; and 76% say libraries are important to them and their families. And libraries are touch points in their communities for the vast majority of Delhi residents: 84% of respondents have been to a library or bookmobile at some point in their lives and 77% say they remember someone else in their family using libraries as they were growing up.

Still only 22% of respondents say that they know all or most of the services their libraries offer now. And 46% say they know some of what their libraries offer and 31% said they know not much or nothing at all of what their libraries offer.

## **CHANGES IN LIBRARY USE IN RECENT YEARS**

In the past 12 months, 53% of respondents have visited a library or bookmobile based on their response given; 78% visited a library website; and 83% used a handheld device such as a smartphone or tablet computer to access a library website. 59% of respondents had at least one of those kinds of interactions with their nearest library in the past 12 months. Throughout this report we call them “*recent library users*” and some of the researcher’s analysis is based on what they do at libraries and library websites.

Overall, 52% of recent library users say their pattern of library use in the past five years has not changed to any great extent. At the same time, 26% of recent library users

say their library use has increased and 22% say their use has decreased. The table below highlights the purpose of library use.

**TABLE 2: PURPOSE OF VISITS TO LIBRARIES BY RECENT LIBRARY USERS**

Visit to inculcate reading habits among children and grandchildren	36%
For activities, story-telling and workshop etc	45%
For E-books, E-journals etc	66%
Wide variety in selection of reading material in form	38%
Reading environment and helpful staff	20%
Referring different national dailies	12%
Regular visit as a student member of the library	45%
Use the internet and computer	33%
For the purpose of research and other reference material	66%
Borrow more books	38%
Cost efficient membership	36%

## HOW PEOPLE USE LIBRARIES

Recent library users who visited a library in person in the past 12 months say that the following are the activities they do at the library:

- 53% say they visit to *browse the shelves for books or media.*
- 43% say they visit to *borrow print books.*
- 67% say they visit to *research topics that interest them.*
- 60% say they visit to *get help from a librarian.*
- Asked how often they get help from library staff in such things as answering research questions, 31% of library patrons in the past 12 months say they frequently

get help, 39% say they sometimes get help, 23% say they hardly ever get help, and 7% say they never get help.

- 49% say they visit *to sit, read, and study, or watch or listen to media.*
- 66% say they visit *to use a research database.*
- 51% say they visit *to accompany or bring a younger person to a class, program, or event designed for children or teens.*
- 31% say they visit *to read or check out printed magazines or newspapers.*
- 23% say they visit *to attend a meeting of a group to which they belong.*
- 21% say they visit *to attend a class, program, or lecture for adults.*
- 47% say they visit *to borrow or download an audio book.*
- Only 6% say they visit *to borrow a music CD.*

## **PURPOSE OF USING INTERNET IN LIBRARIES**

26% of respondents say they used the computers or the WiFi connection in the library. Here's what they did on that free internet access:

- 66% of those who used the internet at a library in the past 12 months *did research for school, college or other work.*
- 63% say they *browsed the internet for fun or to pass the time.*
- 54% say they *used email.*
- 47% say they *got health information.*
- 41% say they *visited government websites or got information about government services.*
- 56% say they *looked for jobs or applied for jobs online.*
- 65% say they *visited social networking sites.*
- 77% say they *downloaded or watched online video.*
- 79% say they *bought a product online.*
- 81% say they *paid bills or did online banking.*
- 62% say they *took an online class or completed an online certification program.*

Additionally, some 36% of those who had ever visited a library say the library staff had helped them in using a computer or the internet at a library.

## **CONCLUSION**

The libraries of today have overwhelmingly accepted the Open Source Technology. Taking the advantage of the technology the libraries have transformed. This paradigm change has given a very fertile ground for the users and library staff as well. With the ease to access the Open source technology has provided adequate amount of support for the growth and expansion. The study concluded with the use of Open Source technology has not only added to the knowledge and experience of staff of the library but also the users it has exposed an uninterrupted use of electronic sources in today's digital world. According to the survey conducted during January – June, 2019 followed are the findings of the study:

- According to 874 respondents i.e. 94% library patrons say free access to computers and the internet is a “vital” service of libraries. The patrons were found to be highly satisfied with the use of Online Public Access Catalogue i.e. OPAC. Also, Amazon like option available in KOHA - Open Source Library Automation Software which gives a freedom to access to the user for his/her own account.
- 827 respondents i.e. 89% of library patrons strongly recommend the Library programme in form of different workshops, story hours, information literacy workshops, movie screening, author's meet and book talk etc should be “unquestionably” be a part of service of the library.
- Categorically 72% i.e. 669 respondents say libraries should “definitely” coordinate more closely with local schools and communities.
- 64% of 595 respondents in turn library patrons say libraries should “definitely” offer free literacy programs to help young children specially the story telling sessions.
- 90% of library patrons i.e. 837 say libraries are important to their communities too which helps in sensitizing the youth of today.
- 57% (530) of library patrons have been to a library or bookmobile at some point in their lives and 715 i.e. 77% say they remember someone else in their family used public libraries as they were growing up.

- Approximately 660 respondents in turn making it 71% of library patrons in the past 12 months say they visited the libraries to browse the shelves for books or media.

**QUESTIONNAIRE FOR THE PATRONS AND STAFF WHICH FORMED A  
STRONG BASIS OF THE STUDY**

1. How often do you use the library or its website?
  - At least once a week
  - Once every three weeks
  - Once a month
  - Once every six months
  - Once a year
2. How would you rate the following elements at the library?
  - Resources (books, audiovisuals, computer resources, etc.)
  - Facilities
  - Programmes
  - Library website
  - Internet access/Wifi
3. Which of the following do you wish the library had more of?
  - Fiction
  - Audio books
  - DVD/Cds
  - E-books
  - E-database
  - Journals
4. What are your main reasons for using the Library (check all that apply)
  - To borrow best sellers
  - To borrow other fiction
  - To borrow non-fiction books

- For reference/research
- To use the children's library
- To use the young adult area
- To borrow videos, CD's or audio tapes
- To use the copy machine
- To read magazines
- To read newspapers
- To use the Internet
- To get information for a school project
- To use government publications
- To attend story hour or children's programs
- To use the computers (non-Internet)
- To get information for home/car repairs
- To get income tax forms
- To study/work
- To access the E-database subscribed by the library
- For the purpose of research

5. Do you usually find the books and other materials that you are looking for in the library?

- Always find
- Sometimes find
- Rarely find
- Never find

6. Describe the service you received from the library staff

- Staff was helpful and pleasant
- Staff was too busy to help me
- I did not ask for help
- Staff did not have the knowledge to help me

7. Check all areas in which you would like to see technology improved

- More computers to access the collection
- More Internet access
- More CD-ROM workstations
- Improved access from home computers
- Word processing and spreadsheet capability
- More on-line databases

8. Please give us your thoughts on the following areas of service:

Availability of Internet Computers

- Excellent
- Good
- Just OK
- Poor
- Don't use

9. Since how long have you been using the library's online services?

- Less than one month
- 1-6 Months
- 7-12 Months
- 1-2 Years
- 3-4 Years
- More than 4 years

10. How frequently do you visit the library's website?

- This is my first visit
- Daily
- Several times in a week
- Several times in a month
- About once in a month

11. How important is the library as a community service ?
  - Very important
  - Important
  - Somewhat important
  - Not important
  
12. Which all areas do you think the library can improve ?
  - More study rooms required
  - More study tables required
  - More study carrels required
  - More meeting rooms required
  - More story hour/ craft space required
  - Larger Building required
  
13. Which of the following services would you like to see expanded in order to serve the needs of our growing community better?
  - Quiet reading space
  - Computer/Internet stations
  - Community meeting space
  - Book selection
  - Children & Teen activities
  - Audio-Visual material
  - Virtual Reference Service
  - Kindle Service
  - OPAC
  
14. In which area you would like to see the collection improved ?
  - General non-fiction
  - Religion/Philosophy
  - History
  - Science/Technology

- Health/Medical
- General Fiction
- Mystery
- Science Fiction
- Audio/Video
- Magazines/Newspapers
- Children's materials

15. Rate the quality of current materials in relation to their usefulness, up-to-date-ness, etc.

- Poor
- Fair
- Average
- Good
- Excellent

16. With the ever growing digital content how do you want your library to transform?

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