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# VISUALIZING LIBRARY SERVICES IN 2030 (NWVLS 2030)

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## USING MOBILE TECHNOLOGIES IN LIBRARIES: PREPARATION FOR THE NEXT GENERATION

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### Introduction

The library now progressively started thinking about the library in the life of the user. The resources only for teaching learning and research were provided by the library in the past. As we are stepping in to the advancement of technology in the environment many library administrators and librarians prefer to select emerging technology as solutions to solve the conflicts between inflexible budgets and high expectations of faculty members. More importantly, the developing trend in the library needs a good review and exemplifies where to apply appropriate emerging technology to promote innovative library services in the future libraries. As part of the emerging technology, the use of mobile technology has made information and communication services very convenient to the users wherever they are home or away while on the move with their cellular phone units or Personal Digital Assistants (PDAs).

## What is the Mobile Web?

Imagine napping a photo while browsing through a magazine to get a free sample of a new perfume and going through a newspaper with a movie poster for an upcoming film, scanning it with a click of your camera phone to download associated ringtones or even buy ticket to that movie. Mobile search technology is widespread, and already similar to services as started in India. Today, most of us are primarily using our smart phones to download ringtones, use mobile apps and check our email, but there is an abundance of truly amazing services we can access through the mobile Web. However, more impressively, one can also access social networks which will alert them when their friends are nearby, text in a pizza order, borrow e-books from a library, download audiobooks. This evolution of handheld devices, combined with new high-speed wireless data networks, makes browsing the mobile Internet a more compelling experience. Much like the transition the Web experienced when broadband access became widely attainable, the mobile Web is turning a corner and becoming useful to the everyday user. While mass adoption is still in its infancy, the landscape is developing quickly. Now is the time to get on-board and on-the-move with mobile applications and the mobile web. (Rafik, 2017)

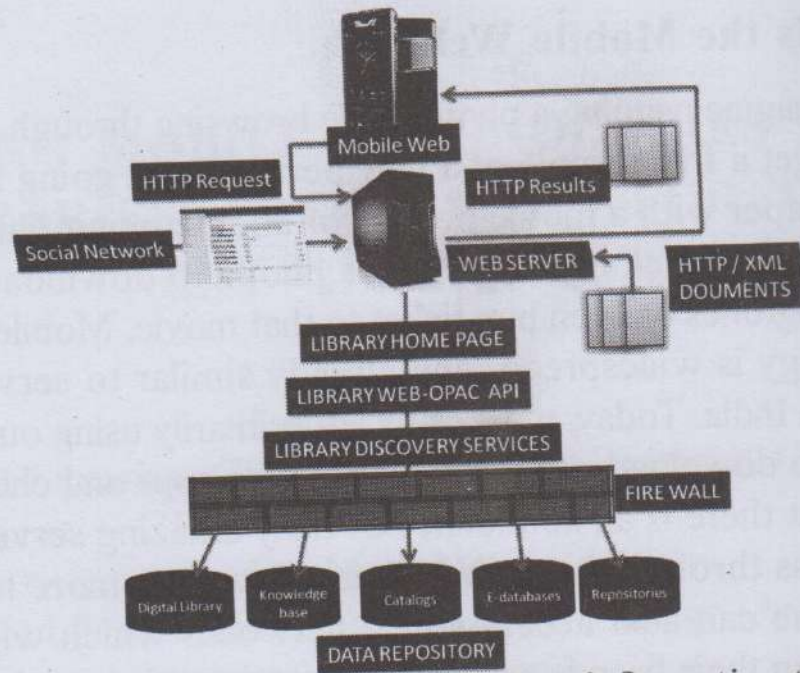


Figure: 1 Mobile web based library information technology in the digital age (Yang, 2015)

### Mobile Phone Features

This is 4G network connection era, the mobile phone features are enhanced by the network connections which provides the ultra speed connectivity to the data available in any corner of the world. Each and every features of the mobile phone differs from one another in some way. Below is a summary of popular features.

**IR Blaster** - IR blaster in the mobile phone can use as a universal remote which allows controlling various electronic devices.

**Bluetooth** - Phones and tablets that have Bluetooth wireless technology built-in are able to connect with accessories such as headsets and microphones and speakers or keyboards within ranges up to ten meters.

**Cameras** - Digital cameras in many of today's smartphones range in quality from 48 megapixels and more, and are capable of capturing high-definition images.

**Desktop synchronization** - This is the ability to connect a mobile device with a PC or a laptop. A driver helps in the connectivity.

**Email** - The Smartphone which are capable of accessing the Email account of the mobile owner with internet links to Web-based email accounts such as Gmail, Yahoo, Hotmail and etc., or application based email accounts such as outlook. The feature "Push" email which alerts owner when they have new messages.

**Quick response (QR) codes and near-field communication (NFC)** - Most smart phones can read QR codes from signs and posters that will lead them to Web sites or virtual information. NFC on new phones allows for interactions between two phones, between one's phone and another. NFC device even pay for purchases at a grocery store.

**Web-enabled** - Many mobile devices offer some level of internet access, but the experiences can vary according the version or mobile phone used. Smart phones, tablets and other mobile devices which have their own operating systems (OS) will very likely have HTML Web browsers.

**Phone as a modem** - Because smart phones have constant access to the Web, many of them have the capability to act, with a data plan, as a modem for a laptop computer, providing a high-speed Internet connection for travelers or those without wireless access to a network directly from the computer.

**Security** - The recent smart phones have high-end security for the personal data which is stored in the mobile phone; the smart phone company provides the security path update every month to each and every mobile phone they sell. The various unlocking security features like Retina scanner, Face lock and Fingerprint unlock are very security advance technology which protects from maltreatment of personal data.

### Mobile technology use in libraries and information centers

Libraries can provide a wide array of mobile services to interested users:

- ◆ **E-books and e-book readers** - E-books, or books in digital form, may be purchased or freely downloaded in formats that will enable individuals to read them on standard computers, or they may be configured in proprietary formats for particular devices.
- ◆ **Mobile online public access catalogs (OPACs) and databases** - Libraries are providing access to their OPACs and some databases such as Pub Med via mobile-optimized Web sites.
- ◆ **Mobile applications** - Libraries have developed mobile applications for smart phones which enable to provide effective services through the mobile apps and make the user community benefit more.
- ◆ **Mobile collections** - Audiobooks, e-books, audio language courses, streaming music, films, images of third parties can be partnered with libraries to deliver the content which can be used on mobile devices.
- ◆ **The overdrive service** - The overdrive service, America's largest digital distributor of eBooks, audiobooks, music, and video titles has developed an application for Android smart phones ([www.overdrive.com](http://www.overdrive.com)) which supported on numerous mobile devices.
- ◆ **Mobile library instruction and mobile learning** - Many libraries are offering library instructional materials and services sources via mobile platforms.
- ◆ **Library short message service (SMS) notifications** - Most of the libraries are using the Short Message Service for several of reason which including new arrival notifications.

Reminder for due dates, information on availability of library materials, provision of call numbers and locations of content. This service can push information out to many users at one time.

**Virtual reference** - Some libraries are offering "text-a-librarian" or chat services ideal for simple questions that can be answered with a brief response or through interactivity session through Google Duo, Facebook Messenger, WhatsApp, BBM, Skype or IM.

### Library of the future with technologies

Libraries are the first places where most advanced technologies are implemented. In account this scenario the advance upcoming technologies which are in a concept phase may be used in the future libraries are listed below.

- **Library bookmark and guide** - The little tiny device which helps the user in navigating by giving turn to turn way to the book the user wants. The device will also make a note of all borrowed books and reminds the user of the due dates.

- **Augmented reality app** - librARi application which is augmented reality app that helps in locating the books on the shelves and navigating to them.

- **Book delivery drone** - Library drone is happening in Australia to deliver the ordered textbooks, this drone will locate the customer by using the GPS of their mobile phones.

- **Digital interface for print books** - Enhancing with a digital interface of a printed book. A company called Fujitsu has developed a project called FingerLink that will let you use digital tools to work with a printed book.

There are few more advance future technologies like Library utensils, Mobile library center, Print on demand machines and Access to library via commonly used app which can



be implemented in future libraries that will enhance the service to the next level. (Kowalczyk, 2018)

## Discussion

Mobile technology provides enormous assurance for enabling libraries to offer enhanced services in to the users. But however the libraries needs to conduct study which will reduces the errors and make smart decisions in exploring partnerships using the advance technologies in finding new information delivery models. The explosion of advanced mobile technology in the digital information collection should prompt libraries to show users a privacy statement or security warning every time they want to access information on a mobile device only once during the first login. The libraries should take an indispensable action to given orientation to the users in best practices with respect to privacy issues associated with the use of mobile devices.

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