Development, Implementation and Use of Mobile Apps in Indian Libraries

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Abstract

The focal point for this paper is to explore Indian Library Professionals'use of smartphones apps' for supporting library operations. A surveyconducted using a questionnaire method with a response of 229 library professionals to examine the integration of mobile apps in the library and for its services.Survey results showed thatwhile the library professionals used already available apps in the store for supporting library operations,self- built apps for the libraries found meagre (11.80%). Through these apps, they offer services like membership, book renewal, SMS alert, e-resources and reference query services. The study also found the novel use of social media for supporting library operations like live streaming, reference advisory and information sharing. The results of the study suggest opportunities for the libraries to develop their own library app for satisfying the user's information needs at the right time.This is certainly first of its kind at the national level to explore the library professionals' use and adaption of mobile apps in libraries.

Keywords: Smart phone, Mobile technology, Mobile learning, Social Media, Library profession

Introduction

The penetration of smartphones over land phones has facilitated the people not only to get communicated anywhere at any time but also to access information that they need at the right time(Mansour, 2016). The higher bandwidth, less user cost, mobility and increasing popularity of smartphones among young generation especially students triggered the educational institutions and universities to adopt and use the smart mobile phone technology for the purpose of teaching and learning(Fasae & Adegbilero-Iwari, 2015).Libraries at the other hand started to mobilize library services through starting a mobile library website(separate sites or mobile sites as applications) or library mobile app with owing to the positive attitude of students towards mobile learning(m-learning)(ChanLin & Hung, 2016). The Turkish libraries offer library catalogues, short messaging services, chat rooms, consultations using instant messaging tools, lending the portable devices, andQRcodeapplications using smart phones Kubat (2017)powered by the augumented reality.It was found that, compared to mobile websites, mobileapps are found very effective(Wong, 2012). The present study explores the use of mobile phone and mobile apps for rendering the library and information services in India.