

## Innovative Tools and Techniques and Library Services

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### ABSTRACT

*This study aims to identify potential sources of new library services and establish how they might be leveraged to improve overall library service quality in a digital world. The current study highlighted the innovative techniques used by library professionals in a hybrid environment to attract more users to their library collection awareness and services, use them effectively, and achieve their academic and research objectives. The authors attempted to express some new services based on empirical research in this study. They believe it can provide a beneficial framework for experimenting and implementing at libraries.*

**KEYWORDS:** Library OPAC, Library Services, Library webpage, Library tools and techniques, E-mail services, Social networking site.

### INTRODUCTION

The aim of this present paper is to practice and implement innovative services in modern libraries, to draw attention to the user community. Changes brought in the hybrid environment have impacted libraries and caused a transformation in services and practices. Due to technology development and its applications in libraries and information entering the day today, the majority of the library collection is moving towards digital format, and at the same time writers, and authors are expressing their knowledge in various electronic platforms. CT changed the meaning of communicating with the user community as well as the nature of library services. Currently, the library collection is available in the form of a hybrid, due to users' need and quick access. Here is the challenging task for the library professional, to create awareness of digital resources without copyright, plagiarism and other barriers. In modern libraries, library professionals are not only custodians of the library collection they are the teachers, mentors, administrators, data analytics, content developers, website operators and soon to provide effective and efficient library services to the user community. In Gartner's report, Weiner suggested the compulsion and the application of new technological services in libraries must invest in the IT infrastructure, managing the collection using strong services and cloud-based services.

### METHODOLOGY

Based on the empirical data, attempt to define the innovative technologies and services execute in modern libraries.

### **Electronic Mail Alerts**

The main purpose of this service to update and the disseminate the current information promptly like disclosing New arrivals of books, Serials, Table of Contents, News Clippings, Library events (Book talks, Theme display, Quiz activities, etc).

### **Library Webpage**

The library is a workstation and the library webpage is a delivery mechanism for library resources and services. Webpages act as a gateway to locate and access library resources using the internet. Webpage serves as a communication tool for a library and its users. It is a way of making the visibility of library internal information resources to the user community. The webpages allow library professionals to find new roles as information generators, gathering, organizing and disseminating. Currently, the publications industry moving from print to electronic versions, and physical resources are appearing in electronic format and its accessed using various electronic gadgets. To create awareness of these subscribed resources and library services an effective webpage is necessary. It also acts as a marketing tool to disseminate various library events, activities, and other information. The library webpage acts as a mirror replica of the library resources as well as services.

### **Remote Access Facility**

This facility helps the patrons to connect to the library e-resources when they are not able to visibly connect. Access the library resources from their doorstep. Bridge the gap from campus to non- campus access. Patrons can access and download the library-subscribed e-content anytime from anywhere just with one login.

### **Social Networking Sites**

Social media plays a vital role in providing library information to the user community requirements. In this technological society, with some affiliation, information can be accessed from anywhere, at any time without boundaries. Today libraries are using social media tools to make their services popular, as well as user-friendly. In a few Social Networking Sites, professionals can customize as per their requirements and add new books cover images, videos, graphics, etc. Frequently disseminates the library services, events and activities through e-mails, and Small Message Services (SMS). Using social media, we can market over-collection, and at the same time, we can share information with our user community about the library. When patrons are not visiting the libraries to use the collection, due to various reasons, and they are dependent on the internet and e-content to fulfill their academic activities, it is necessary for modern libraries to understand their needs and provide library services using social networking sites i.e., Facebook, Twitter, Instagram, etc.

### **Mobile Apps**

In a growing digital ecosystem, libraries and reading-related activities often take place on a small screen device. As librarians and educators, library professionals are passionate about learning and access to information for all. Mobile Apps are shorthand application or software that typically runs on a small-screen electronic device. The best mobile apps are becoming a primary tool for accessing electronic resources and services to the user community, at the same time apps are tools for library professionals, where they can manage, and provide their subscribed e-content effectively. Apps easier for all types of user communities to learn, access and discover knowledge.

### **R Codes Services**

Quick Response Code is widely used in modern libraries for promoting library services, it helps quick access to their resources. With QR code user community can access the current and required information related to the library by using smartphones. QR codes can be applied in faculty publications, events registration, Kindle gadgets conference and study room bookings, keeping the neatness in restrooms, etc., purpose QR code helps a lot.

### **3D Printing Services**

3D printing service is necessary for libraries to experience the new technologies and innovatively promote users. It is a creativity activity-based service creates knowledge through live action. 3D printers in libraries are one of the emerging trends in the Indian higher learning resource centers, Authors thought that the library is the best place to provide 3D printing services to motivate and create awareness, because libraries services for patrons and do things for patrons and learn from patrons.

### **Kindle Services**

In many major libraries have started using Kindle e-books for circulation to their user community. When new technology is introduced, library professionals need to investigate where and how we can execute in our library. The beginning phase, is necessary to do a pilot study based on Online Payment Services: Moving towards digital India and transparent management, it is necessary to implement online payment portals, Swipe machine, for library fines, photocopy, print, a community time as well as preventing mismanagement.

### **Live Chat Facility**

Live chat is one of the real-time experiences for the users to contact the library professionals to get required library services as well as collection. It is a tool for Virtual reference service, where users and library professionals can communicate using the internet, and computer without being physically present. Live chat provides individual assistance and instruction at the same time it educates users concerning information resources and research techniques. Through live chat library professionals can provide immediate and quick reference services to the user community. Many empirical studies recommend live chat is the best service in modern libraries to answer the reference questions. Live chat allows co-browsing, file sharing, screen capturing and data sharing and mining of previous transcripts. Live chat removes the physical boundaries between the library and the user community.

### **Virtual Reality**

According to Noor Virtual Reality (VR) is "a computer-generated environment that can simulate physical presence in places in the real world or imagined worlds. The user wears a headset and through specialized software and sensors, is immersed in 360-degree views of simulated worlds. In libraries, patrons can browse the resources, simply by putting on a headset and entering a virtual reality. Patrons can go on a roller coaster, and even fly through space without leaving a room. VR is a new concept for many Indian libraries. Providing VR in museums and libraries will be innovators and will be better positioned to use the new technologies as they become more sophisticated. Implementing VR in libraries needs some more research otherwise it creates health hazards. Library staff must provide more control over the experience and patrons have to go under orientation with the help of library staff it may be an individual or group activity.

## **CT Infrastructure for Visually Disabled Persons**

Institute management has to put financial resources to develop the ICT infrastructure, i.e., Braille books, Screen readers, Voice Assistant and use a device like a Kibo.

## **CONCLUSION**

Current generations of library users are having information in just one click. Due to ICT development and its implementation in the publication industry majority of the information is available in electronic format and users are accessing it very quickly for their academic and research purposes. In modern libraries finding information is much easier than reading an entire book. So, library professionals must update their skills and provide relevant information to attract the user community. ICT will continue to change in society as well as in libraries and library professionals have accepted the changes and acquired the necessary skills to provide better services to its patrons. The primary goal of libraries is to provide the right information to the right reader at the right time. To fulfil this goal, library professionals must provide effective and innovative services in hybrid libraries. Implementing these innovative services in modern libraries is now assisting their user community based on their needs and demands. For faculty members and research scholars in their teaching and research activities, it is not only building and managing the traditional collections in new formats and to a broader audience, as is evidenced by the many digitization projects in which libraries globally are engaged. (ROL, Writing analytical skills, Reference management tools, Copyright, Plagiarism, etc), for students to fulfil the course assistance, projects, other class works and other objectives, helping students to develop their critical and analytical skills through library-led information courses, and working with ICT departments to develop new online facilities to allow library catalogues to be searched more effectively. Overall, these services help the library managers, to improve the quality of library service and maximum utilization of library resources.

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