# Developing a Needs Based Library Service Accept the Challenges of ICT

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## ABSTRACT

Technology is transforming the traditional methods of teaching and learning in the classrooms of the 21st Century. The goal is to create students who can become active, independent and lifelong learners rather than passive recipients of information. This new approach to education takes the student beyond the traditional textbook and allows the students to develop a combination of skills in computer technology, critical thinking and information-seeking strategies. The classroom teacher with suitable technology is the key to the success of an education program that promotes these qualities. Society has long viewed and acknowledged information experts. Information literacy is dominating all human endeavors. This paper seeks a bird's eye view of the utilization of innovative technologies by academic libraries to provide seamless access to the currency of today, the information. The role of librarians is also discussed in the context.

**Keywords :** E Learning, Information Literacy, online Services, Technology in Education, Technology in Library Services

## I. INTRODUCTION

With the influx of computers and network technology, development of most fruitful innovation of this century, the Information and Communication Technologies (ICTs), the face of education took a new look completely different and specialized need based instruction. ICT literacy is the key to student success in the 21st century and this skill is a must for educators, educational institutions and planners in the government. itfocused on meeting the information and communication technology (ICT) skills required of 21st Century students. The United States National Forum on Information Literacy defines information literacy as "the ability to know when there is a need for information, to be able to identify, locate, evaluate, and effectively use that information for the issue or problem at hand." Other definitions incorporate aspects of judgment, free thinking, questioning, and understanding or incorporate competencies that an informed citizen of an information society ought to possess to participate intelligently and actively in that society. Education paves the way for this. Education has become a commodity which people seek to invest for their own personal gain, to ensure equality of opportunity and as a route to a better life. As a result, providers of Higher Education (HE) are finding themselves competing more than ever for students, funding, research, and recognition within the society.

Reforms in Education and its restructuring make computer skills and information literacy skills a necessity as students seek to construct their own knowledge and create their own understandings. Today instruction methods have changed drastically from the mostly one-directional teacher-student model, to a more collaborative approach where the students themselves feel empowered. Student is open to differentiate between the fact and the information. Information Literacy and HEI

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Information literacy instruction in higher education can take a variety of forms: stand-alone courses or classes, online tutorials, workbooks, course-related instruction, or course-integrated instruction. State-wide university systems and individual colleges are undertaking strategic planning to determine information competencies, to incorporate instruction in information competence throughout the curriculum and to add information competence as a graduation requirement for students. The six regional accreditation boards have added information literacy to their standards, Librarians often are required to teach the concepts of information literacy during orientation lectures.

## II. TECHNOLOGY IN EDUCATION

Information Technology is the great enabler. It provides, for those who have access to it, an extension of their powers of perception, comprehension, analysis, thought, concentration, and articulation through a range of activities that include writing, visual images, mathematics, music, physical movement, sensing the environment, simulation, and communication. Technology, in all of its various forms, offers users the tools to access, manipulate, transform, evaluate, use and present information. Technology in schools includes computers, televisions, video cameras and TVs. Two approaches to technology in schools are technology as the object of instruction approach, and technology as the tool of instruction approach. Schools are starting to incorporate technology skills instruction in the context of information literacy skills.

Technology is changing the way higher education institutions are offering instruction. The use of the Internet is being used in the contexts of subject area curricula and the overall information literacy process. There is some empirical indication that students who use technology as a tool may become better at managing information, communicating, and

presenting ideas. It is now possible to access vast amount of information online and enable one to one communication without the confines of place or time. Most sought after advantage of E Learning. While E-learning and teaching is unlikely to replace face-to-face training and education it is becoming an additional delivery method, providing new learning opportunities to many users.

## III. TECHNOLOGY IN LIBRARY

Technology is also causing an impact on library services as the increased use of ICT and web based learning technologies have paved the way for providing new ICT based services and resources to the users. Online learning has a crucial role in user education, information literacy programmes and in training the library professionals. It helps students become active learners, and libraries will have to play a greater role in this process of transformation. The significance of libraries within an institution has improved due to the fact that academic libraries and nformation services are now responsible for e-learning within their organization.

## IV. THE CONCEPT OF E-LEARNING

E-learning is variously defined as the acquisition of knowledge where the medium of instruction or delivery learning using electronic means. It is the use of electronic media and information and communication technologies (ICT) in education which is broadly inclusive of all forms of educational technology i.e. technology-enhanced learning (TEL), computer-based instruction (CBI), computer managed instruction, computer-based training (CBT), computer-assisted instruction or computer-aided instruction (CAI), computer-assisted learning (CAL), internet based training (IBT), web-based training (WBT), online education, virtual education, virtual learning environments (VLE) (which are also called learning platforms), and digital educational

collaboration. E-learning includes numerous types of media that deliver text, audio, images, animation, and streaming video, and includes technology applications and processes such as audio or video tape, satellite TV, CD-ROM, DVD, cellular phones and as well as local intranet extranet and web-based learning. E-learning covers a wide array of activities which aims to support learning. It facilitates access to knowledge that is relevant and useful. E-learning involves the delivery of education to anyone, anytime and anywhere. The success of e-learning depends on the ability to deploy its attributes to train the right people to gain the right knowledge and skills at the right time. E-learning can occur in and out of the classroom. It can be self-paced, asynchronous learning or may be instructor-led, synchronous learning. E-learning is suited to distance learning and flexible learning, but it can also be used in conjunction with face-to-face teaching.

It can also be a blended learning approach where the learner goes through a mixture of face to face and on-learning activities (Allan, 2002). E-learning can also be considered as a basic concept of educational delivery via technology or as an educational technique (pedagogy) (Catherall, 2005).

The funding and assessment and accreditation agencies like UGC, NCERT, NCTE and NAAC etc. are very keen in mounting pressure on e-learning in instruction methods at colleges and universities. They are favourable in liberal sanctioning of grants for development of e-learning infrastructure and then ensuring the quality in the institutions' of higher education. There is an urgent need for in-depth and meaningful investigations of use and development of ICTs or e-learning in the universities/colleges. The present study is an attempt in this direction.

## V. ROLE OF ACADEMIC LIBRARY IN PROMOTING E LEARNING

Today the Internet has become an important instructional tool to facilitate the transfer of many types of information from one computer to another, and is rapidly becoming an effective means of communication in schools and colleges. Being the centres of knowledge, the libraries have the responsibility to acquire, disseminate, store and preserve the intellectual knowledge of the society for the foster generations. In effective running of libraries, the librarian shows imminent qualities that involves functions like connecting and linking, Net-working, communicating, problem- solving, information handling and client handling and finally the finance management. Yet, for all that matter, many library staff seems to be very poor at making those links and building networks in general and particularly poor at communicating. Library environment over the years has drastically changed and the changing attitudes and information needs of the clientele requires a proactive librarian with a good management techniques and communications skills. Certain rigid and conservative approaches make the real time bottle-necks in adapting the changes with time and technology. The library does not become a real modern one but a transformed one with the time.

As said earlier NAAC advocates "Best Practices". More or less it is all about the acting in toe with the needs of the users and the moving forward with changes. Therefore, it is a good practice to set priorities in library services even at a basic level. People receive information in a variety of formats, even by attending courses and conference, yet much of the information seems to 'stick' with few, rather than being shared as widely and appropriately as possible. It is the age of information explosion where the clientele are being overwhelmed by information through internet but the cyberspace confusion among the internet users became a prominent issue. And this is the situation a

blessing in disguise for the library and its staff to put the best foot afront.

The internet facility in India has grown tremendously over the years. The emergence of the information society, Knowledge driven economy, trade and education and the cost effectiveness of internet transformed the unique and basic characteristics of the environment around us. More fundamentally, perhaps, it is the question of time and resources. Libraries are under immense pressure to deliver high quality services, but often on reducing budgets. Even libraries that have made real inroads into tackling the situation, bringing in new resources, developing new services may be still facing financially budget cuts.

## VI. DO OR DIE SITUATION

Libraries are especially important now when the whole idea of education is stressing more and more independent learning and acting. All citizens must be able to find and use information. It is the key raw material - but it is a zero resource, if there are no access points to it and if documents are in chaotic order. In some libraries, staff are still allowed maintaining outdated systems and working practice and are not making full and proper use of technology available. Does your library allow you to access blogs? Ask yourself.

## VII. CHANGING ROLE OF LIBRARIES AND INFORMATION CENTRES

Libraries store books, journals, magazines, research reports, dissertations, news paper clippings etc. in a very systematic and orderly fashion. The storage and dissemination of the document from the vast collections is a tedious task for the user. Ishtiaq& Rafi (2006) Opinioned that due to the impact of ICTs, libraries users are not truly satisfied their information needs from print sources alone. E-learners and traditional learners now have access to a universe of digital information through the information superhighway. Libraries are forced to acquire, organize and enable access to electronic resources and provide new technology based services. Electronic resources like the online catalogues CD-ROM/ DVD databases, multimedia, online full text electronic journals, databases, e-books, digital repositories etc. Academic Libraries in the e-learning environment have already made good progress by providing access to their catalogues, databases, electronic journals, Internet resources, etc. to the user's community on the Intranet or Internet. Within the library and also on remote access.

The utilization of innovative technologies by academic libraries to provide access to resources and services in support of learning, teaching, and research has benefited both students and faculty so that they can undertake learning and research without being in the library. An e-learning environment can provide the academic community with seamless access to knowledge, course content, information resources and services, all from integrated service point. The shift to an online environment has thus resulted in a change from the systematic one-to-one information flow of the past to a new model in which the users and the providers of information are able to relate in a dynamic relationship. For example, in the traditional model, a librarian provides a bridge between learners and information providers by selecting and cataloguing resources and by providing assistance with these resources. In the new model, the library serves as a strong facilitator by offering continuing support enabling learners to communicate directly with the publishers and vendors of information resources, and to participate in a two-way effort to make available rich collections of online scholarly information resources

With the online resources and electronic resources academic libraries still manage the print collections dearly. The academic libraries are then acting as

hybrid libraries, providing virtual access and services to electronic resources and maintaining the of a physical collection too. Libraries can play an active role, helping to find and organize resources to complement courses making use of e-learning in order to provide support to students in their assignments (Sen,2009).

Libraries should strive towards the establishment of an e-learning support centre, which would undertake training of the academic staff in integrating the educational technology into the curriculum to provide access to the content a indomitable task to take up with the faculty.

Through Library websites librarians have the opportunity to provide e-learners with accurate information and to free them from information overload. A library web site can function as an information gateway, an entry point to a range of online resources linking e-learners to library catalogues, subscribed journal databases, electronic book collections, selected Internet resources, electronic course materials, and tutorials, and to forums for communication and interaction with librarians. Libraries can maintain institutional repositories incorporating materials pertaining to the institution such as conference proceedings, thesis, published papers, lecture notes, video or audio clips.

## VIII. CONCLUSION

In addition to these the library today be an academic, Public, or special library is completely and suitably recharged in the information society. Without new resources libraries are unable to do everything they are expected to do. In library work new technologies offer new possibilities to raise service level too. Good examples can already now be found all over the world, mainly of course in those institutions where Internet is used largely. Library catalogues are available via Internet, the patron can check her/his loaning data

from Internet, and even renew the loans a area wide information service via Internet and e-mail example our own Narmad Library, the SMC run Public library in Surat. There are versions for link libraries with virtual libraries, where libraries collect and describe high-level link-ups, discussion lists of librarians, where they can share their professional skills and knowledge even take part in developing the library policy. It is amazing, to know in the complicated modern society libraries have many kinds of answers to many demands of the society, as well as those of the citizens. They have potential means to serve both the information society development and their traditional humanistic tasks. Maybe information technology will even make it easier to combine these elements in future than in the past.

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