

Critical Review On Information Communication Technology (Ict) In Library And Information Services

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ABSTRACT:

On a global scale, a library is an important organisation that provides users with the information and knowledge they require. In higher education, a library is extremely valuable; it is the beating heart of any academic institute or university. A university is a higher education institution, and the library is its beating heart, providing a location for students, researchers, and professors to conduct research and improve their knowledge. The popularity of a library is largely determined by the services it provides to its patrons. By providing great services to a diverse group of users, a university library can have an impact on the teaching environment. It cannot envision running a library without the aid of computerization in today's Information and Communication Technology (ICT) era, and libraries cannot provide great services without the aid of ICT. However, most libraries lack ICT services in comparison to wealthier countries such as the United States, the United Kingdom, and Australia. This manuscript highlights the critical review on Information Communication Technology (ICT) in Library and Information Services.

Keywords: Information, Communication, Technology, Library, Services

INTRODUCTION:

"Information technology may be stated to be that technology utilised for information management, which encompasses acquisition, processing, storage, retrieval, and transmission of information," says Viswanathan. Because reprography, printing, and publishing are all operations that fall under the umbrella of information management, the related technologies fall within the IT umbrella" (Viswanathan, 1995). Information technology is defined as "the field of engineering involving computer-based hardware and software systems, as well as communication systems to enable the acquisition, representation, storage, transmission, and use of information" by the McGraw-Hill Encyclopaedia of Science and Technology (2002). "The intersection of three key technologies, namely computers, telecommunications, and microelectronics, as well as the development of a wide range of media such as magnetic, optical, and magneto-optical, software, products, and services, constitutes the package known as information technology," according to Olsen (1989). communication is the act of two or more people coming together to exchange, dialogue, and commune, or communication is the act of transmitting or receiving information. Oral, written, visual, or olfactory information are all possibilities. The rapid advancement of communication technology, together with the development of information technology, has created fantastic opportunities in the field of information management. Global access to information has been accessible because to advancements in communication technologies. Information access has become more cost-effective and fast as communication technology has advanced. Computers played an important role in the efficient generation, processing, and retrieval of information. Knowledge must be transmitted cleanly and quickly from one location to another for simple access and to make information more useful. Communication technology refers to the technology that is used to transfer information from one area to another. The term "communication technology" refers to a mixture of two types of communication: (a) telecommunication and (b) data transmission.

The impact of information and communication technology (ICT) on how people work and live has been immense. Information technology has a significant impact on all aspects. The revolt of roughly half a century ago has progressed at an incredible rate, resulting in a paradigm shift in today's society. We have now begun to live in a networked environment, which began with unconnected structures a few years ago. We have oriented ourselves to wireless networks that span across large campuses, even from the wired networks of recent history. This tendency is not limited to the realm of libraries and information centres. The

rapid expansion of information and communication technology (ICT) has tainted the traditional view of libraries. In a technology-driven knowledge culture, traditional libraries have undergone significant changes in terms of information repositories, dissemination, and preservation of materials in a variety of formats, including print, audio, video, and other multimedia. The entire planet has become merged into a single world system in this new century. The introduction and widespread usage of fibre optic connection, satellites, and the internet has resulted in a surge of information and, eventually, globalisation. Libraries are now responsible for offering access to a wide range of digital information in addition to printed materials. ICT is employed as an enabler for the acquisition, demonstration, storage, transfer, and use of digitally stored resources. ICT facilitates the transport of information and universal access to it, as well as its correct storage, recovery and organisation.

RECENT TRENDS ON ICT IN LIBRARY AND INFORMATION SERVICES:

According to Hanchate P and Sawant S (2018), the current study provides an overview of ICT-based library services in AICTE-approved institutes in the rural area of Pune's eastern district. The study's findings revealed that the majority of the libraries studied have basic ICT equipment and technology. These libraries offer ICT-based services such as OPAC, Reprographic service, full-text database access, and so on, however digital library and institutional repository services are absent. The majority of librarians are familiar with software that can be used to provide services. Inadequate library budgets and a shortage of trained staff were among the issues confronting libraries.

According to Egharevba E (2018), information and communication technology (ICT)-based resources and services are rapidly displacing traditional library services in university libraries. Without the use of ICT in its day-to-day services, no library can effectively meet the information needs of its many customers. This study looked on the level of user satisfaction with ICT-based resources and services at the Igbinedion University Library in Okada, Edo State, Nigeria. The study used a descriptive survey research methodology, with a structured questionnaire constructed after a comprehensive evaluation of related literature serving as the data collection instrument. All undergraduate and postgraduate students who registered with the University Library for the 2016/17 academic year made up the population of 2,885. The study employed a sample size of 250 library users (200 undergraduate students and 50 postgraduate students) calculated using the Taro Yamane sampling formula. The data was analysed using percentages and the statistical mean. The findings revealed that students at

Igbinedion University were satisfied with the usage of ICT-based resources and services in the university library, particularly the use of online database resources. As a result, it was suggested that the University Library Management put in more effort to improve the existing ICT-based resources and services accessible in the library.

According to Adebayo OA (2018), the study was an attempt to investigate the critical roles of information and communication technology (ICT) in the management and provision of library services, as well as their implications for Nigeria's long-term growth. Despite the numerous potential provided by the introduction of ICT, it has been observed that the application of ICT to library services in Nigeria appears to be inadequate, owing to a variety of obstacles. The paper used a straightforward literature review technique to review related material on ICT resources and ICT-based services in libraries, ICT advantages, and the role of libraries in Nigeria's long-term development. The challenges of ICT application in libraries were also identified in the paper. The capacity and level of ICT adoption by libraries should be improved, among other things, according to the report.

According to Amalia, S., and Menanti, A. (2017), the library as a learning resource and, at the same time, as a source of information for students involved in reading activities began in primary school. A media is desperately needed to help children with their reading studies at the school library, from the beginning to the end. The library service media has been introduced to pupils via software and is referred to as the AMALIA model (Attention, Memoryzing, Accelerating, Literal, Improving and Asset). The AMALIA model comes with a library card that has never been used in a school library before. The goal of this study was to see if using a library card and an ICT-based library service system could help primary school pupils in Tanjung Gading, Batu Bara Regency, become more interested in reading. The study used a pretest-posttest design with 86 primary school pupils as the total sample of study subjects. The level of reading interest was assessed using a research-based interest scale that was validated for both validity and reliability. According to the findings, students' reading interest in the library increased after they used a library card and an ICT-based library service system, compared to before they used a library card and an ICT-based library service system. According to the findings of the study, school administrators should use a library card and an ICT-based library service system to run their school library.

INFORMATION AND COMMUNICATION TECHNOLOGY BASED SERVICES:

Kaur (2016) investigated the impact of ICT on NCR libraries. She wanted to know how much the introduction of ICT-based products and services has helped the libraries of Delhi's most prestigious institutions. The study's main purpose was to learn more about the existing state of digitization in NCR libraries. The information was gathered from the region's fifty education libraries. The survey and interview methods were employed to obtain data for the aforementioned study. During the years 2000-09, the library application software was adopted by the majority of institutions (66 percent). Other findings included the fact that the majority of institutions (94 percent) prioritised cataloguing, followed by 88 percent circulation, and 62 percent acquisition, implying that 38 percent of institutions are still not employing acquisition. Despite this, the research revealed that 94 percent of those institutions have a barcode facility, followed by 92 percent who have a barcode scanner, 82 percent who use fine receipt printers, and 66 percent who have CCTV cameras. Finally, the report stated that these libraries have not only been digitised, but that many of them are now web-based information services, and that they are making progress toward ICT.

E-RESOURCES:

"Use of E-resources by users of Dr. Y.S. Parmar University of Horticulture and Forestry, Solan, Himachal Pradesh," according to Bhat and Ganaie (2016). Data was collected using the questionnaire approach, with a total of 140 questionnaires received from PhD scholars, scientists, and master's degree students. According to the survey, electronic resources were chosen by 80.76 percent of library users at university libraries, and 90.00 percent of PhD academics. According to the study, the Consortium for Electronic Resources in Agriculture (CeRA) is the most popular e-journal collection with 94.23 percent of users, followed by Indian Journals Dot Com (IJDC) with 27.88 percent and J-Gate Agriculture & Biological (JABS) with 26.92 percent. PubMed is used by 13.46 percent of users. Despite having access to e-books, the study found that the library DYSPUH&F's e-book holdings are insufficient, with only 48.07 percent of users showing interest in CAB e-Books and only 34.61 percent using KrishiKosh. Finally, the survey discovered that DYSPUH&F users favoured both print and electronic reading resources. Furthermore, consumers were not making adequate use of online e-resources. Authors also recommended that the library obtain reputable e-books and e-theses, that an awareness programme for e-resources/reading be held, and that the library ensure that access to online resources be uninterrupted.

DIGITAL LIBRARY:

Gorny and Mazurek (2012) investigated the Polish Digital Library and discovered the causes and types of publications that library customers used. The study discovered that the majority of users were researchers and students, and that over thirty thousand people used the digital library on a regular basis. They also discovered that school teachers and students are the ones that use the Digital Library the least.

WEB 2.0 AND 3.0 TECHNOLOGIES:

Theoretically, Handa & Tyagi (2016) described ICT-based applications and services using web 2.0 and 3.0 technology. In the context of web2.0 and web3.0 technologies, the article provides an overview of ICT-based applications and services. Web 2.0 technologies such as synchronous messaging and streaming media, blogs, wikis, social networks, tagging, and RSS feeds were also mentioned in the article. In addition, the article discusses the origins of web technologies and the changes that have occurred in the field of libraries as a result of their use. As a result of web 2.0 and 3.0 applications, library services have changed, and libraries are now focusing more on information transfer services rather than providing controlled access to it.

CONCLUSION:

In this ICT era, information and communication technology has engulfed all parts of human life, including personal, professional, and educational activities, or we could say that ICT has influenced all elements of human existence, including education. The world is currently transitioning from traditional to digital formats in all disciplines, including education, and the role of ICT in higher education has become increasingly significant in this context. The use of ICTs in teaching, research, and extension operations has grown at an unprecedented rate. The rapid advancement of information technology has altered how knowledge is transmitted today.

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