



## **ROLE OF LIBRARY PROFESSIONALS TOWARDS STUDENT'S SATISFACTION IN ICT ENVIRONMENT**

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### **ABSTRACT**

*ICT stands on information and Communication Technology. It is timeliness process for to produce information and to provide information of right users. Therefore, the library professional accept the ICT technology and to implement for gives better services to their students and users. The research paper highlights the ICT based resources, use of internet, information literacy programme, E-resources, OPAC system for users and organise various programme by the library professionals for students satisfaction related according to their information needs.*

### **INTRODUCTION**

Information communication technology plays vital role in education and information sectors. In 21<sup>st</sup> century, ICT is the most powerful tool for enhancing information acquiring, processing and transfer to the end users. The library professional always tries for provides ICT based library services to their students. The students seek the information within a second therefore the challenging role face by the library professional towards providing maximum information in minimum time to the right users. ICT has been used extensively as a resource as well as a tool to deliver the library & information services. Now days, the College students are using ICT technology for 24 hours. The library professional must adopt ICT technology and provide ICT based services to the students. The library professional creates ICT based atmosphere to attract the students.

**Library Professionals:**

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Library professionals means those employee who is working in the library such as, librarian, assistant librarian, library clerk, library attendant as well as semi professional employee.

### ICT:

ICT is a computer based mechanism tools which helps to gather the information, capturing of information, acquisition of information, processing of information, and dissemination of information.

Information and communications technology (ICT) is an extensional term for information technology (IT) that stresses the role of unified communications and the integration of telecommunications (telephone lines and wireless signals) and computers, as well as necessary enterprise software, middleware, storage, and audiovisual systems, that enable users to access, store, transmit, and manipulate information. (Wikipedia, 2018)

### ICT and Library:

ICT has enabled users to avail many services without any human intervention;

- To capture, store, manipulate, and distribute information;
- To introduce and provide new services, revitalize the existing services by providing faster access to the resources, by overcoming the space and time barriers;
- To digitize the documents for preservation and for space saving;
- To support library functions such as circulation, serials control, acquisition control, stock maintenance and other routine office works and developing in-house database.
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(Source - <https://www.ictworks.org/libraries-dirty-effective-word-public-access-ict/>)

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### **Role of Library Professionals**

#### **1. To provide ICT based information sources:**

This new era is known as information and communication technology era. Everyone wants information in digital form. The sources of digital form such as, E-books, E-Journals, E-database and ICT based information sources. The library should purchase digital database to meet the digital information needs of students. More over the library should provide institutional repository to the students through library portal.

#### **2. To introduce information seeking strategy on internet:**

The library professional plays navigation role between available information on internet and students informational needs. They give guidance to the students for how to seek information on search engines such as, google, yahoo and etc. Also guide towards keywords search, subjective search and research oriented search. The lot of information available on the internet but which information is useful for them is guided by the library professionals.

#### **3. Adoption of new technology for enhancing library services:**

The library should adopt ICT for developing digital library and computerized library. The library professionals must do computer based housekeeping operation. Q R (Quick Response) code technology is one of the better information accessing tools, thus these technology should be adopted for easily accessing of library resources. The virtual library is beneficial for students for access world wide information at the one place. The library should launch Web OPAC for accessing bibliographical description for the students anywhere and anytime.

#### **4. Orientation Programme for use of E-Resources:**

The library should organize orientation programmes for use of E-Resources. The INFLIBNET provide N-list consortia for the faculty and students for accessing E-resources also Dr. Babasaheb Ambedkar Marathwada University, Aurangabad gives remote access for the affiliated colleges for accessing E-resources available in Knowledge Resource Centre of the university. The library professionals organise orientation programme for accessing, downloading and utilizing E-resources. Therefore the students could aware about these resources.



### **5. To provide Literature search service through E-mail:**

The library professionals should create library website, portal and E-mail. The library E-mail is necessary for knowing about information query of the students. The students can easily send query about information through email and the library professionals send proper information to the right users. It is the best practice of any kind of library. The library professionals plays mediator role between information and the students.

### **6. To provide facility of OPAC & Web OPAC:**

The library professionals develop library OPAC for the easily access of bibliographical description of available resources. The library OPAC is the mirror of the library resources. So it is very carefully develop for accessing proper materials. The students can easily search on keywords, title, subject, author, publisher and etc on the library OPAC. Also the offline OPAC put on the library websites then its create Web OPAC of library. The students can search Web OPAC on their home as well as their android phones. So it is easier for students to access library information in their hands.

### **7. To organise various programme towards students satisfaction:**

The library organizes various programmes for updating knowledge about E-resources such as group reading of E-books , Book Exhibition, orientation programme for use of E-resources best reader award and information literacy programme. These programmes creates good atmosphere for the students for accessing library resources to fulfill their educational purpose.

### **CONCLUSION:**

The library professionals play challenging role in information explosion era. They always work for providing right information to the right users in timeliness way. Therefore, they depend upon ICT technology for giving effective services to the students. ICT technology is one of the best medium for enhancing library services to the end user of library. The library professionals should adopt ICT technology for enhancing professional competencies and student's satisfaction. The library professional organise various programme for aware about ICT based library services.



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