

## Prospect of library services in academic libraries

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### Introduction

Library service is the combination of the services- process and its delivery. In a library, the service offered from acquisition section, technical section, reference section etc. are the processes carried out there and thereafter delivered to the users. The library services have changed fast in last ten years. Now a days e resources, Internet and Web 2.0 tools represent large portion of library services.

Innovation and technology transfer differentiates the role of the librarian and extends it beyond the limits of the information intermediary. The librarian in order to involve, anticipate and especially produce innovation has to learn how to learn, as libraries have to learn how to change.

### Modern practices in few developed country libraries

#### Information through mobile phone

The information services through SMS or certain kind of information or all public information that users has customized through web or SMS. This kind of information can includes reminders of returning books, renewing books, readers' card overdue, news at the homepage of library, guide to borrowing books and readers comments and suggestions, etc.

#### FAQ service through the web

Most of the users access the resources from the websites. As the levels of their search abilities are differently, the search results vary greatly. FAQ is an effective way to transform passive services to active ones. When Users browse FAQ they might also notice some other relative information they need. From this sense, FAQ is a kind of push service. The library could refer to the need of users to manage or organize resources. Thus it may be some of help to transform the traditional service mode into more individualized one.

#### VRD - Virtual reference desk/ Online research assistance

Virtual reference desk may be used as a platform for real-time or postponed communication between reference librarians and patrons, through which reference librarians could push information to users. The VRD service is realized mainly through web forms and real-time reference. It is easy to do but the problem is obvious.

#### Call center

It is a kind of communication system based on Internet. It has broadened the information communication channels between readers and library its functions mainly include access to the information on borrowed books and pre-engagement of books, renewing books and access to the information of the reader's card

#### Screensaver information

The OPAC can also deliver a kind of information push. There are many computers in the hall waiting for the readers to use. When the computers are free, the news board may be put into the spare computers screensaver information and push it to users.

### BLOG

Blog has now become the bridge of communication between library and patrons because it is an interactive platform. Library may make full use of BLOG to set up "a field of communication" where patrons could express their ideas freely. Users could turn in the information they need (such as how to get the resources, how to use digital database, etc) through reading, answering, commenting or linking. Library answers these questions quickly and adopt the advice and could understand the users' need timely.

#### Tablets and e-readers

Library may give users and community members a chance to have hands-on interaction with a variety of tablets and e-readers.

#### Customized reading recommendations

Librarians can help users find a great book to read based on a library staffer's recommendation and review. A in-house search engine can combine library catalog, MARC data, content enrichment service images and descriptions, and library staff book reviews on Goodreads.com to create a unique experience.

### **A Wikipedian-in-residence**

The British Library in London recently announced it is to hire an individual to monitor and update its Wikipedia page, which is generally perceived to be one of the most direct means of marketing and informing potential visitors of the library's services and exhibitions. The purpose of the role will be to increase the public's awareness of collections held by the library, whilst organising events and training sessions on how to use Wikipedia.

### **iPad as the primary reference tool**

University of Alberta provide roving reference with iPads. The iPad certainly offers advantages such as portability, suitability for simple on-the-fly web searching, ease of gathering user feedback for assessment, and ability for several people to easily see the screen

### **Unique library collections & services**

**Musical Instrument Check-Out Program – Lopez Island (Wash.) Library**

The Lopez Island Library, USA offers a collection of musical instruments available for user checkout. All the items come with carrying cases, tuners, and how-to guides, and a practice amplifier for the electric guitar. The items circulate for 28 days, like other library items

**LibraryFarm – Northern Onondaga (N.Y.) Public Library**

The LibraryFarm is an organic community garden on one-half acre of land owned by Northern Onondaga Public Library in Cicero, NY. Anyone can 'check out' a plot for no cost. Its purpose is to teach and learn 'food literacy,' as well as to preserve knowledge that our grandparents might have had but that never got passed down, and to provide fresh organic produce for local food pantries.

**Telescopes – The Portland Public Library, Curtis Memorial Library in Brunswick and Raymond Village Library in Maine offer telescope checkout for patrons. As part of the program, local astronomy clubs, who serve as the caretakers for the telescopes, host sky gazing parties, sidewalk events and other programs at libraries on how to use the telescope and how to look at the night sky.**

**Santa Suits – Users start reserving them in September at the Bolivar County Library System in Mississippi.**

### **Innovations and new practices in library services will help libraries to survive in the future**

The summary of the findings from the Local Government Group and the Museums, Libraries and Archives Council (MLA). (N.d) puts forward ideas for helping to ensure the future survival of libraries:

- running libraries in partnership with the private sector, charities and other councils
- extending the reach and range of library services by integrating them with other community facilities like churches, shops and village halls and providing public services such as health centres and police surgeries in existing libraries
- sharing back office and mobile library services with neighbouring local authorities
- giving library users the ability to play a more active role in running library services themselves
- taking help from volunteers and non profit organizations

### **Conclusion**

The library has a long and distinguished tradition of providing rich and relevant services for users. The mission of the library is to connect users with the information they are seeking. The integration of new information technology has actually become the catalyst that transforms the library into a more vital and critical intellectual center of life today. Libraries are about collections, but they are also about providing much more. This is a time of experimentation and exploration for new services. The libraries must provide a user-focused suite of information services.

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