

Re-Vitalizing Library Space for 21st Century Users: a study of academic and public libraries

Dimple M. Pandya

Library and Information Science, (Research Scholar, Rai University, Ahmadabad)

ABSTRACT

The paper aim to highlight the modernization of information sources and services in current era and it put emphasis on revitalization of library space. It also discuss changing behavior of users towards information seeking after the development of ICT and Web2.0 To overcome changing requirement of new generation users it is necessary to re-engineering library space, sources and services. Review of various literatures has been done to indentified users requirement regarding library space and their changing demand towards information sources and services their changing expectation of new role of libraries is describe in this paper. Users survey have been done with the help of questionnaire to identify their requirement from libraries and interview of academic and public librarians have been done with the help of structured questionnaire. From the review of literature it is found that librarian's need to revitalize library space. Today's generation is more effected with socialize activities. So librarians need to give them space to socialize with their friends, peers and teachers. Where they can get all required information either in print or in digital form, they got expert help at this center; they want comfortable furniture to relax and learning, a small stationary shop where they get required stationary items with printing and scanning facilities and many others. Moreover, facilities to socialize with their peers and teachers are an added advantage. They can have fun with learning by conducting various learning programs in libraries.

Keywords: Re-Vitalizing, Web2.0, Innovation, Socialize Space, Comfortable furniture.

INTRODUCTION

Since last decades electronic materials replace the original print library materials. Because of that library uses have been diminishing day by day. Now a day's libraries should be space where support and advice are given. Development in ICT has transform teaching, learning and research activities. In developing era demand for information has been increased, users are more attracted towards lifelong learning and because of that they want information speedy. Users are paying more for education now days so they demand better services. Tradition library is slow and to survive in ICT era it is necessary for librarians to adopt change. Due to information explosion on internet demand for campus libraries have been questions. So it is necessary for libraries to implement ICT in their libraries and provide print as well as digital information services to survive.

Now a day's library is place where collaborative learning should occur. It is place where student can relax, feel homely, socialize with their friends, can have group discussion for their project and class work; it is a place where they get online access of e-resources along with print materials where they can access e-information in High-tech computer lab. It is a place where students can sit with cold drinks and some snacks so that they feel homely while learning. They can talk to their friends; can have discussion with their peers and teachers to solve the quarries. They are allowed to play games have chat with their friends and access educational site for relaxing between their learning. Libraries place should be wide to accommodate print as well as electronic materials. Libraries should have stationary shop where users get their basic stationary requirement like pen, pencils, writing pad etc.

A part from these libraries should arrange some activities like quiz competition, treasure hunt, author talk, book review session, library exhibition of their different collections to attract their users towards reading. Thus users want their library as ‘**One Stop Shop Center**’¹ where they can get their every minor learning requirement.

Re-engineering Library Space:

Traditional library is term to have silent reading space, where only books are allowed, students need to sit systematically at one place. They are not even allowed to speak a word. Library staff is for processing materials. And mostly act as behind the curtain. During that time users access information by visiting personally to the libraries and librarians are guiding them to access materials. To overcome these difficulties librarians should think of innovation. They need to be liberal about library rules and services. Librarians should think on re-vitalizing the library space.

Revitalizing library space also consists of information common, learning common, learning resource center etc. It includes range of updated library sources and services. It includes digital library with increasing library timing i.e. 24*7*365 , Comfortable furniture, more space, Library cafe which allow users to have snacks and cold drinks while learning, a small stationary shop which can be helpful to the users to fulfill their basic requirements like pen, pencil, writing pad etc. Libraries should provide group discussion space, peer teacher meeting space, learning space that include white board facilities, Separate silent reading space, Entertainment zone, different activities in libraries to make environment lively. A part from physical space change in ICT, computers and World Wide Web also affect the library usage.

LITERATURE REVIEW

In current era as all the information is available on web, use of library space is decreases. Some review of literature on how librarians can give comfortable environment to their students by re-vitalizing library space is given below.

Maureen Jackson and Andrew k Shenton in his paper, "Independent learning area and student need" says that with the development of ICT many changes in the functions of libraries. Earlier silent reading room is turned into interactive study zone. Students want separate learning space with ICT infrastructure. These space are describe as 'study centre', ' learning zone', ' learning space' and 'learning café'. Jackson (2005) suggested that ICT gives students access to the wide variety of resources available on different search engines (Google) are often ignored subject gateway and databases.

Ian M Johnson in his article, “The rehabilitation of library and information services and professional education in the post-Soviet,” put emphasis on innovation of library and information services by developing new master degree program in library and information studies. The project supported by European Commission (TEMPUS, Trans European Mobility Program for University Study) that provide technical assistance for development in Armenia, Georgia and Uzbekistan. Many difficulties during the project immerge like dissemination of research information, bookselling, libraries and information services. It draws attention to the uncoordinated international and mutual support for library development, which is relatively poor compared to formerly receive by the developing countries.(Johnson 2013)

Objective of the paper:

1. To determine current status of library usage.
2. To know the information seeking habit of new generation users.
3. To find out need of re-vitalizing library space.
4. To determine steps to be taken by library professionals to revitalize library space, sources and services to meet current development in libraries.

RESEARCH METHOD

Data Required	Data sources	Data collection tool
Users visit to library	Entry register	Questionnaire to librarians
Users requirement from library	Users	Questionnaire to users

¹ Jennife,Chyrch, *The Evolving Information Common* (Las Vegas:Library Hi-Tech , Emerald Publisher,2005)

Current development in LIS world, re-vitalizing library space	Review of literature, expert opinion	Published literature, Interview with experts
Steps taken by library professionals to re-vitalize library space, sources and services	Review of literature and Analysis of the above	Publish literature, analysis

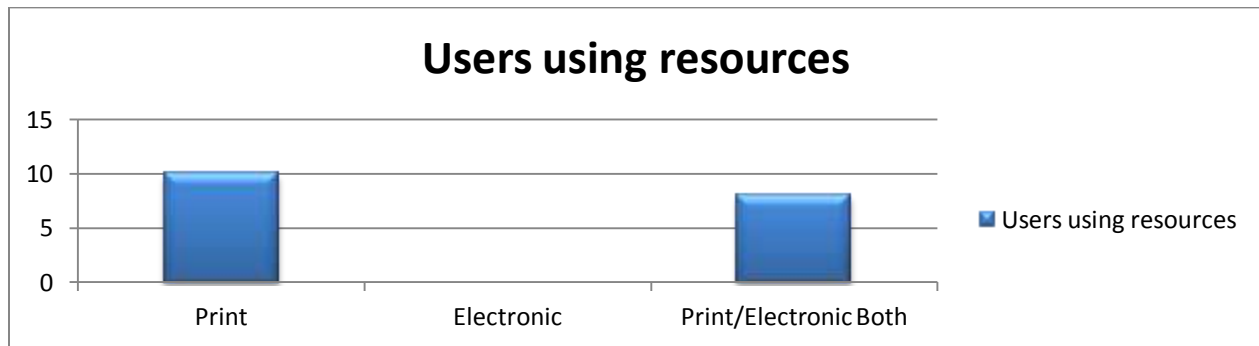
Convenience Sampling is used as a sampling procedure.

Finding:

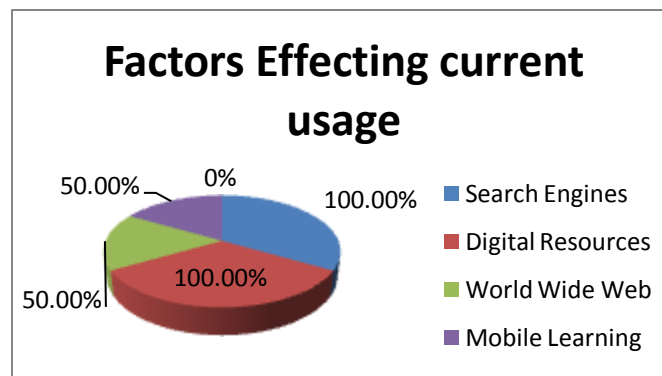
Data collected from academic and public library users, to find out current status of library usage and following results have been found:

Objective: 1 To determine current status of library usage.

Resources	Print	Electronic	Print/Electronic Both
Users using resources	10	0	8



More users are using print material in the library, while none of the user depends only on electronic materials. But they are using both print and electronic material.



Factors Effecting current usage	
Search Engines	100.00%
Digital Resources	100.00%
World Wide Web	50.00%
Mobile Learning	50.00%
Other	0%

From the above table we can find that 100% respondent said that availability of digital sources and search engines affect physical use of libraries. 50% users said World Wide Web and mobile learning effect the physical use of libraries.

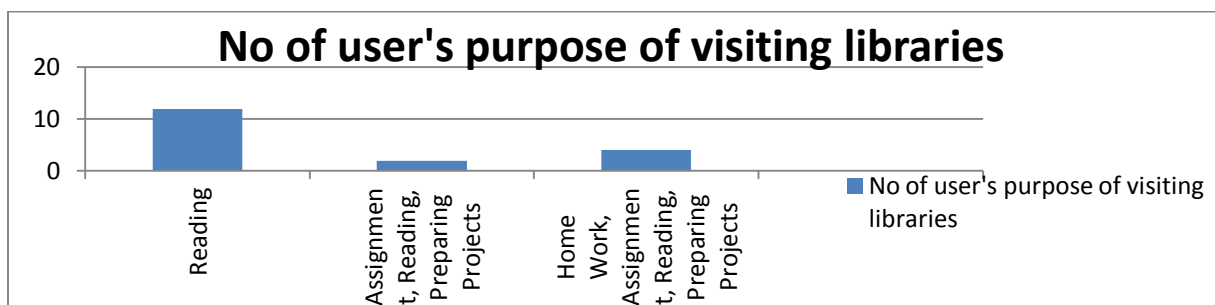
Objective: 2 To know the information seeking habit of new generation users

User's requirement will be found from the questionnaire distributed to library users and findings are as below:

information need	Course book	Audio Visuals	Journals	Magazines	Search Engines	Other- Observation
Users using these tools to access information	12	4	8	6	4	2

Users data have been collected with the help of questionnaire and it is found that 12 users are using book in the library to satisfy their information need, 4 are using audio visuals for accessing information, 8 journals, 6 magazines, 4 search engines and 2 users have mentioned observation as his information seeking habit.

Purpose of visit library	Reading	Assignment, Reading, Preparing Projects	Home Work, Assignment, Reading, Preparing Projects
No of user's purpose of visiting libraries	12	2	4



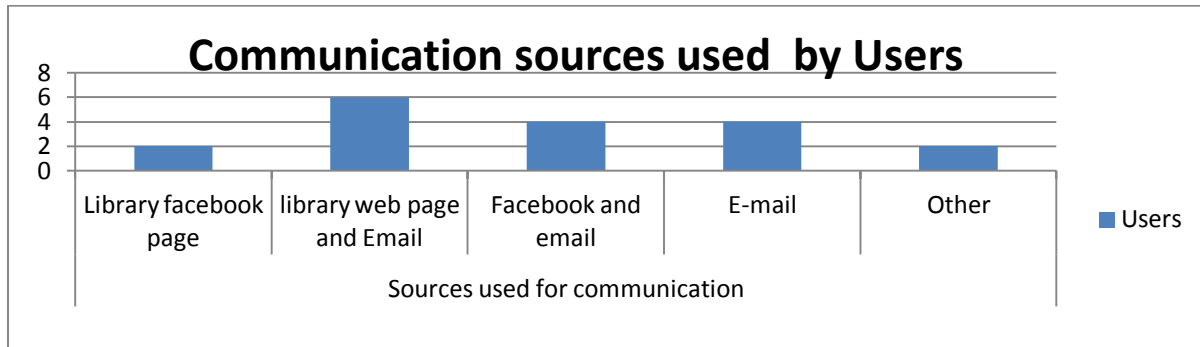
This analysis shows that 12 users visit library for reading, 2 are for completing assignments, reading and preparing projects while 4 are visiting library for home work, assignment, reading, and preparing project. So we can say that more users visiting library for reading.

Tools used to access information:

ICT Tools	using only computer	using only laptop	using mobile device and kindel/table	computer and using mobile device	computer, laptop and mobile device	computer, mobile device and kindel
Users use to access information	4	2	4	8	12	6

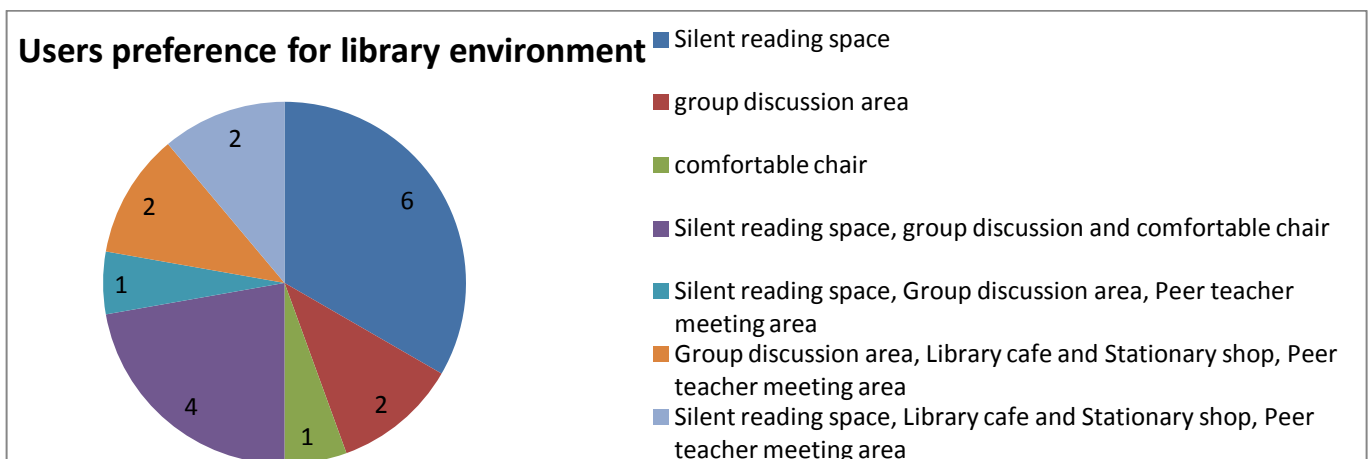
From the above table it is found that 4 users are using computer as their information sources, 2 are using laptop, 4 respondent are using mobile device and kindle, 8 users using computer and mobile device, 12 users responded that they are using computer, laptop and mobile device and 6 users says that they use computer mobile device and kindle as their main source to access information.

Sources used to communicate					
	Library facebook page	library web page and Email	Facebook and email	E-mail	Other
Users	2	6	4	2	2



This table shows what communication tool users are using to find information. 2 users are using face-book page to communicate with library staff, 6 are using library web page and e-mail both, 4 are using facebook and email both, 2 users are using email as a means of communication and 2 are using other source to communicate.

Type of Environment user prefer in library							
	Silent reading space	group discussion area	comfortable chair	Silent reading space, group discussion and comfortable chair	Silent reading space, Group discussion area, Peer teacher meeting area	Group discussion area, Library cafe and Stationary shop, Peer teacher meeting area	Silent reading space, Library cafe and Stationary shop, Peer teacher meeting area
Users	6	2	1	4	1	2	2



The finding shows in this table is 6 students prefer silent reading space in library, 2 prefer group discussion space, 1 wish for comfortable chairs, 4 answers for silent reading, group discussion and comfortable chairs, 1 want silent reading as well as group discussion and peer teacher meeting place, 2 want Group discussion area, Library cafe and Stationary shop, Peer teacher meeting area and 2 want Silent reading space, Library cafe and Stationary shop, Peer teacher meeting area. Thus we can say that with other modernization space, librarians have to keep silent reading space in their libraries.

Some suggestions from the users in questionnaire are found as below:

Modernization is good but is depend on the user's behavior. Users expect that libraries should share their ideas with users and atmosphere of library should be peaceful. User wants Wi-Fi facilities in the library along with silent atmosphere. One of the respondent said that 'it is useful place for reading lovers'. Some of the users say that libraries should be fully digital so that they do not bother to submit or borrow books. RMC Public library gives facility of toys library for children and mobile library.

Objective: 3 To find out need of re-vitalizing library space.

For finding out current innovation in libraries in India and outside India and need of re-vitalization a review of some literature have been done and following points have been identified.

- 1 It is found that there has been enormous innovation is required in the libraries after the development in ICT and web 2.0 technologies. Users are more attracted towards electronic resources, search engines like Google and towards social networking sites.
- 2 It is found that a new generation users are born digital. They want information on their finger tips. Users are not interested to visit the place for their small information requirement.
- 3 To satisfy users requirement regarding digital information libraries digitize their resources but to access these digital resources users need to visit the libraries physically, when they are getting similar information from search engines at no cost without physical visit to libraries , its usage does not affect positively.
- 4 Form the review it is found that many Mooce courses are available online, users who are enrolled in online courses do not attain classes they require libraries to get the required information and find out related material of the subject. These users are mostly using libraries to satisfy their information need. If all the required facilities are given to these users they will not move out to another place and because of that re-vitalizing library space is necessary.
- 5 It is also demonstrated in the review that today's users are also interested to have safe space to socialize with their peers and teachers. They want to learn through group discussion.
- 6 **Anita Brooks-Kirkland** in her article said that "if we are sending users a link we are sending them out of our library"² So don't just create digital sources but do something that users will be in your libraries to use information.
- 7 Users want safe drinking water along with some snacks while learning in libraries. Users consider libraries as one stop shop center where they will satisfy their all learning requirement.
- 8 Literature said that we need to come out from shhhhh! Silence please and have to make our library more interactive. We need to arrange different activities to make library atmosphere live and enjoyable. Library services could be available 24*7*365 days.

Some of the expert opinion is taken in regard to library space innovation it is found that following modern facilities libraries are giving to their users.

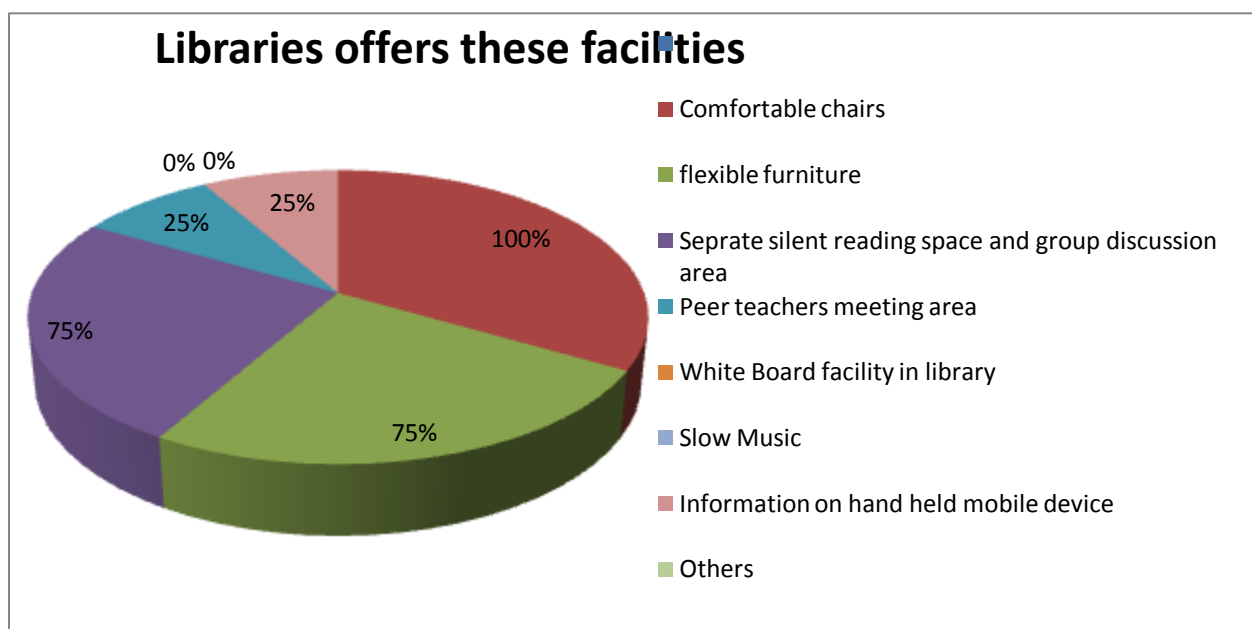
² Brooks-Kirkland Anita, "*The Virtual Libraru as a Learning Hub*"

www.albertschoolibraries.pbworks.com/f/LiteraciesLearningLibraries+vol3No1+pdf.pdf (accessed December 17, 2014)

Library Space	Comfortable chairs	flexible furniture	Seperate silent reading space and group discussion area	Peer teachers meeting area	White Board facility in library	Slow Music	Information on hand held mobile device
Total User Expectation from Labrary Space	100%	75%	75%	25%	0%	0%	25%

From the above analysis it is found that all the libraries are providing comfortable chairs,75% is given to flexible furniture and separate silent reading space and group discussion area, and 25% is given to information on their hand held mobile devices and peer teacher meeting area. None of the libraries are providing slow music and white board facilities to their users. These modernize facilities offers by libraries which were not available in traditional libraries.

Innovation in ICT	Electronic Information Sources	Web2.0 tools to communicate	Learning from hand held mobile device
Libraries providing ICT	100%	50%	50%



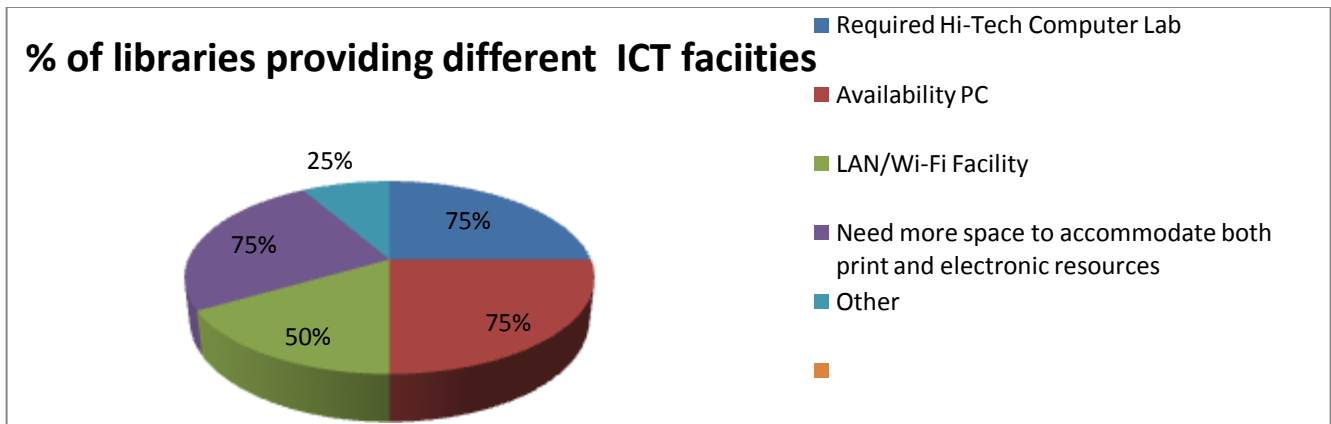
100% librarians view that introduction of Electronic information sources is major innovation in libraries. 50% believe that web2.0 and Learning from hand held mobile device is other major innovation in information world. And these are the major factors affects library usage. And it force library professionals to revitalize library space.

Objective: 4 To determine steps to be taken by library professionals to revitalize library space, sources and services to meet current development in libraries.

To find out the result of above objective Interview of librarians have been conducted with the help of structured questionnaire. Result found from their interview is summarized as below:

1. ICT facilities in Libraries

Facilities	Required Hi-Tech Computer Lab	Availability PC	LAN/Wi-Fi Facility	Need more space to accommodate both print and electronic resources	Other
%of libraries provide these facilities	75%	75%	50%	75%	25%



- 75% professionals are providing High Tech computer lab and PC, they also believe that to accommodate all these facilities library's need more space. 50% libraries are providing LAN/Wi-Fi facilities for using computer labs and 25% using other sources.
- Only one respondent encourage student for reading and learning through library exhibition.
- Innovation in Re-vitalizing different reading space:

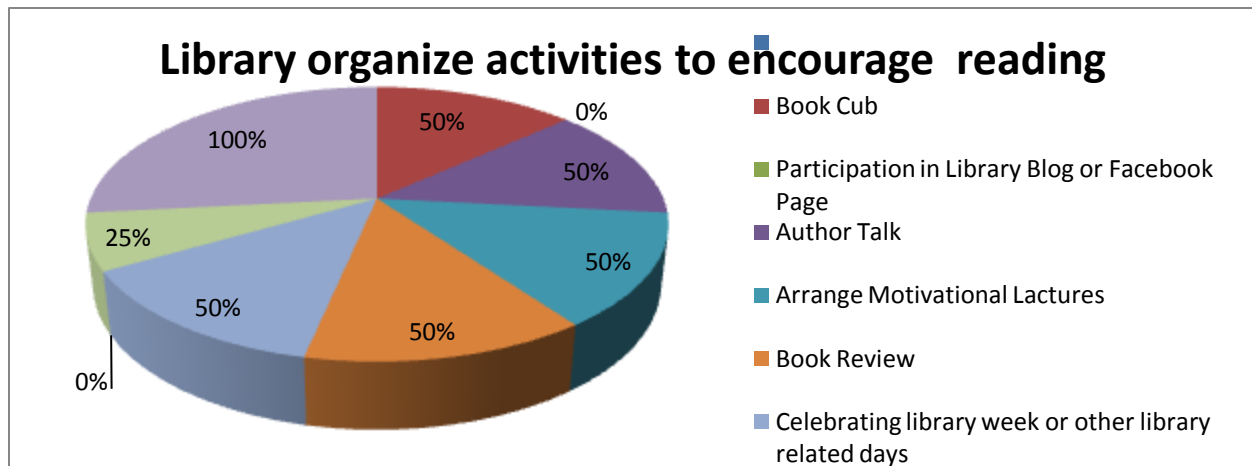
Space	Silent Reading Space	Group Discussion Space	Peer teacher meeting space	Learning space
Libraries providing different reading space	100%	50%	25%	25%

This table analyzed that 100% librarians provide silent reading space while 50% librarians provides group discussion area and 25% librarians are providing peer teacher meeting area and learning space in their libraries.

4. One librarian provides Hi-Tech Computer Lab facilities with online reservation of Computer work space.
5. All the librarians assist users to satisfy their needs.
6. In one library teaching staff is available to help users to solve quarries in their home assignment, projects and examination preparation.
7. Four libraries furniture are flexible which help to accommodate other activities in libraries.

8. Analysis of different activities librarians encourage is as below:

Library Activities	Book Cub	Participation in Library Blog or Facebook Page	Author Talk	Arrange Motivational Lectures	Book Review	Celebrating library week or other days	internet gaming	awarding frequent users	Library Exhibition
Library organize activities to encourage reading	50%	0%	50%	50%	50%	50%	0%	25%	100%



It is found that all the libraries have organized different activities to encourage users towards libraries and reading. None of the libraries are providing library café or stationary shop. None of the libraries are allowing users to socialize with their friends. No internet gaming is allow in the libraries. None of the libraries are providing kindle or laptop for wireless learning.

DISCUSSION AND CONCLUSION

From the above findings the discussion reveal that information seeking habit of users have been changed with the development of ICT and World Wide Web. They are equally using print resources along with E-resources, so libraries need to accommodate both print as well as electronic resources and because of that it require more space. Search engines and e-resources affects the library usage particularly users who are geographically located far from libraries are using more electronic resources. For accessing electronic information they prefer to use hand held mobile device, laptop and tablet which can be carried at any place easily. Web2.0 tools are mostly used to communicate with libraries or find information about libraries like library web page, facebook page. Even though users are modern they prefer one of the spaces should be silent reading space in libraries. Review on revitalization of library space gives many innovative ideas like Web2.0, information on electronic format. Users find library as safe learning space. To provide users homely atmosphere is basic responsibility of libraries. Idea of having library learning café where they will get snacks and cold drinks, they can sit to gather with peers and teachers and learn. It will make an attractive environment in libraries. Having stationary shop in the library will also attract users in the library along with Photo copying and printing facility. Libraries are no more silent reading place but interactive learning hub where students, peers and teachers all together socialize, learn, collaborate, and exchange idea. Different learning activities like book club, participation in blogs, author talk, arrange motivational lectures, celebrating different days, book exhibition make library atmosphere livelier.

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