Just a Click Away: The Role of Available Mobile Technologies at NU Library

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Introduction

Libraries have a decent chance to broaden innovative library services to users. With the assistance of emerging mobile technologies, libraries can now provide speedier access to services with just a click away.
Mobile library services have changed the way traditional libraries deliver their services. These mobile services have also changed the relationship between libraries and its clients as well as its privacy settings.

A shift from “d-learning” (distance learning) to “e-learning” and now from “e-learning” to “m-learning” has emerged and changed Indian education (Sharma & Sahoo, 2014).
Introduction

Libraries would use mobile technology in various service innovations such as m-learning, mobile instruction, webinars, reference services and catalog searching (Nagarkar, 2011).

Mobile technologies will be a great help in enhancing user interaction as users would be able to access a wide array of digital resources and library services in their fingertips. (Khumbar & Pawar, 2014).
Nazarbayev University (NU) Library traces back its humble beginnings on 2010 as the informational arm of NU that supports the research, scholarly and informational needs of the academic community.
Available Mobile Technologies at NU Library

E-Readers (Prestigio and Jet book) - are devices that can be borrowed by students for 2 weeks - allows download of free e-books, films, audiobooks, music available online

OverDrive - application that allows clients to borrow digital ebooks, audiobooks, movies and shows from your library collection using smartphones, tablets, and other mobile devices. 
The NU Library RoadShow

Dedicated to NU Research Day the Library RoadShow performed the showcase of services and resources that support the research activities at NU.

Started in 2011, the Library Road Show is an event that showcases the different technologies available in the library thru exhibits and interactive activities. Library users are encouraged to take part in this event by exploring these technologies and making use of them.
The Library Road Show

- Number of researches and their performances;
- Most used databases, print books, board games;
- Top library patrons;
- NU theses & dissertations;
- Collections of print and e-resources;
- Ways and approaches on searching for research needs through the Ask-A-Librarian service;
- Take a look at featured e-readers; and
- Microform collection and equipment.
Objectives of the Study

This study aims to provide a short review of the distinctive mobile technologies available at the NU Library.

In addition, this study intends to identify the benefits of these technologies as perceived by students during the Library Road Show 2018.

Moreover, the study seeks to determine possible ways to promote these mobile technologies to patrons to maximize its use.
The study employed a descriptive approach to present a review of the distinctive mobile technologies at Nazarbayev University Library.
Methodology

During the Road Show, librarians provide brief descriptions and demonstrations on the use of these technologies in their library and research experiences.

Events like the Library Road Show provides insights on the different mobile applications and services available in the library.

Image 1. Librarians assists students during the Library Roadshow 2018.
Methodology

Ten questions were asked to approximately random participants who got to visit the event and made use of the available mobile technologies at the library such as Prestigio and Jet Book.

Questionnaire

1. Do you know about the availability of e-readers in our library?
   a. Yes
   b. No

2. Do you know where you can borrow devices e-readers in our library?
   a. Yes
   b. No

3. How long you can borrow e-readers? How do you think?
   a. For two weeks
   b. For one month

4. Which devices of e-readers do you prefer to use?
   a. Prestigio
   b. Jet book

5. What other kind of e-readers would you offer to the library?
   a. _______ (Kindle)
   b. ________

6. Do you think that e-books are a good substitute for print books?
   a. Yes
   b. No

7. Do you expect the device to help you focus on the reading?
   a. Yes
   b. No

8. Do you want to read enhanced e-books?
   a. Yes
   b. No

9. Will the device be used by people in the future?
   a. Yes
   b. No

10. Why do you prefer e-reader?
    a. __________ (compact)
    b. __________ (enjoyable)
Examples of Handout:
1. Booklet
2. Bookmark
Findings

Review of the Mobile Technologies Available at the NU Library

**OverDrive** is an online platform that provides the best reading experience for downloading e-books. Since 2017, NU Library uses Overdrive which allows users to download 15 books at a time for 21 days. There are no renewals however, but users will need to check the books out again once it has expired. It has quite a separate borrowing system as compared to borrowing print materials or other platforms such as EBSCO and Proquest.
Findings

On the Awareness on the Availability of the Service

Few students use e-readers from the library with 3.2 percent while 7.4 percent indicating the daily use of their own e-book readers.

Figure 1. The number of students who were aware of the availability of the service in the library
Findings

On the Use of Mobile Technologies

2017 got the highest users with 260 users while 2018 got the lowest number of users with 144 borrowers.

Figure 2: The number of users of e-readers
Findings

Responses show that 69.3% of our students use an e-reader for two weeks while 21% of students use the devices for almost a month.

Figure 3: Number of students and their perceived borrowing duration
Findings

The need for acquisition of skills on the use of mobile technologies raised awareness for the library staff. Libraries are putting their best foot forward in promoting their services through mobile devices. Creating tailor-fit library services to various clients is indeed a challenging task but nonetheless, an opportunity to improve library service (Kumbhar & Pawar, 2014).
Conclusion

Mobile technology has become boon to the libraries (Azino & Okechukwu, 2019).

The application of mobile technology in library services is very much needed.

Based on the study, there were a number of mobile technologies available for use for the library patrons such as Overdrive and Prestigio among others.
Conclusion

• Promotion of libraries should also be considered.
• For this purpose, the use of technology is very essential.
• With the emergence of technology, libraries can make use of various tools and techniques to disseminate information.
Conclusion

• The use of technology as a tool in delivering services to patrons is essential to provide efficiency and convenience without sacrificing the quality of service.

• Promoting these technologies through exhibits and events like Library Roadshows, gamifications, and others will be a great help in increasing and maximizing its usage.
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THANK YOU FOR LISTENING!

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