Impact of Information and Communication Technology (ICT) Software on Academic Libraries: A Study in Delhi/NCR

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Abstract

The incorporation of ICT has significantly altered the nature and purpose of academic libraries, transitioning them from conventional storage spaces for physical documents to vibrant hubs of digital resources. This study investigates the main themes, trends, and effects of ICT (Information and Communication Technology) on academic libraries, with a specific focus on the Delhi/NCR region. The adoption of ICT enables the integration of digital catalogues, library management systems, and digital repositories, thereby improving the accessibility and efficiency of library services. This study used a mixed-methods approach, incorporating surveys, interviews, and statistical analyses (Chi-square and ANOVA) to evaluate the objectives, frequency, familiarity, and locations of access to ICT-based resources among users. The results demonstrate notable correlations and disparities in the utilization of ICT resources by respondents, highlighting the crucial significance of ICT in facilitating educational and research endeavors. These insights are crucial for educators, policymakers, and library administrators who want to maximize the effectiveness of ICT use in academic environments.

Keywords: Information and Communication Technology (ICT), Academic Libraries, library management systems

Introduction

The role and function of academic libraries have been greatly altered by the advancements in Information and Communication Technology (ICT). Historically, these libraries largely functioned as storage facilities for tangible knowledge. Nevertheless, via the incorporation of ICT software, academic libraries have transformed into vibrant centres that foster the processes of education, knowledge acquisition, and scholarly investigation. The use of ICT software, such as library management systems, digital catalogues, and repositories, has facilitated the transition from physical collections to digital resources. This shift has enabled libraries to provide more streamlined and easily accessible services. The widespread utilization of ICT tools has enhanced the availability of digital materials, including e-books, electronic journals, and digital archives. In addition, the access of academic literature has been further broadened by programs such as Open Access and institutional repositories (Johnson, 2017).

Contemporary academic libraries currently give priority to the requirements and inclinations of their customers. ICT software enables the creation of customized services and platforms, specifically designed