

# Mobile Library Application and its Effectiveness: Enhancing Access to Library Resources and Services in the Digital Age

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**Abstract:** *The rapid advancement of mobile technology has transformed libraries, information centres, and services for their users. The mobile technology helps users access library resources anytime, anywhere through smartphones and other handheld devices. The study examines the effectiveness of the mobile library application in enhancing access to library resources and services in the digital age. This paper assesses the user awareness and utilisation, evaluates user satisfaction, and identifies the challenges encountered while using these applications. The study concludes that libraries should continuously upgrade their mobile application for the utilisation of emerging technologies.*

**Keywords:** Mobile Library Application, User Satisfaction, Digital Age, Information Access

## 1. Introduction

Information and Communication Technology (ICT) has tremendously changed the library's operation and services. The library has shifted completely from traditional to a modern-based library. The widespread adoption of smartphones and mobile internet changes the dimension of the library from a room to beyond physical boundaries. The mobile library application represents significant changes to the library facilities and services. The user can access the information more conveniently and efficiently from everywhere.

The fifth law of library science is to save the time of the user. The library developed mobile-friendly platforms and applications. To facilitate access to the catalogue, e-resources, and digital collection, the use of electronic devices is very much essential. The students and researchers require continuous access to academic resources. Mobile library applications have emerged as powerful tools that enable users to access library resources and services anytime and anywhere through smartphones and tablets. These applications provide features such as online public access catalogues (OPAC), e-books, digital repositories, database access, reference services, notifications, and account management. Mobile Library application provides 24/7 remote access to catalogues, e-books, and audiobooks, bridging the gap between physical collection and digital users. Hoopla Digital, WorldCat, Libby, etc., are popular mobile library platforms.

## 2. Literature Review

Singh & Madhusudhan (2023) conducted a review of mobile app-based applications in libraries and information centres. Mondal (2025) examined user perceptions and usability of mobile library services at an academic institution. Arunkumar and Begum (2024) investigated the users' perceptions of mobile library services in Karnataka.

## 3. Objectives

- To examine the usage of the mobile library application among the users
- To assess the effectiveness of the mobile application in accessing the digital resource
- To evaluate user satisfaction with the mobile application
- To identify the challenges faced by users

## 4. Research Methodology

The study is based on a descriptive survey research design to investigate the effectiveness of the mobile library application, and also focuses on collecting primary data through the questionnaire methods from the users. These analyses help us to find the mobile library application, pattern, accessibility, user satisfaction, and the challenges. The study is limited to selected academic institutions and may not represent all types of libraries. The population includes individuals who use mobile devices to access library resources such as e-books, e-journals, online catalogues and other library services. A sample of 200 respondents was selected using random sampling. A structured questionnaire using a five-point Likert scale was employed.

## 5. Library Services Through Mobile Technology

- **SMS Notification:** A service that sends alerts to users through SMS regarding due dates, overdue books, etc.
- **Distance Education Learning:** Mobile technologies support remote learners by providing access to e-books, lecture series, etc.
- **Formal Education:** Mobile learning helps teachers and students in formal education by providing learning materials.
- **Database Browsing:** Users can search and access online databases and institutional repositories through mobile devices.

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- **Text Reference Services:** A library service where users can send queries via text messages and receive reference information and guidance from librarians.
- **Mobile Document Supply:** Enable users to receive a digital copy of articles, book chapters and documents directly on their mobile devices
- **QR Code Mobile:** Use QR code to provide access to catalogue records, e-resources, library guides, websites, etc.

## 6. Data Analysis and Interpretation

**Table 1:** Frequency of mobile library application

Frequency	Respondents	Percentage
Daily	90	45%
Weekly	70	35%
Monthly	25	12.5%
Rarely	15	7.5%

The majority of respondent 45% use mobile library application in daily basis that indicates the dependency on mobile library applications.

**Table 2:** Services Accessed through mobile application

Services	Percentage
E-books	85%
E-Journal	78%
OPAC	72%
Database Access	65%
Book Renewal	60%

E-Books and E-Journals are the most frequently accessed resources through mobile applications, reflecting the increasing demand for digital resources.

**Table 3:** User Satisfaction

Satisfaction Level	Respondents	Percentage
Highly Satisfied	80	40%
Satisfied	75	37.5%
Neutral	25	12.5%
Dissatisfied	15	7.5%
Highly Dissatisfied	5	2.5%

More than 77% of respondents expressed satisfaction with mobile library services, 12.5% were neutral, and 10% were dissatisfied.

**Table 4:** Challenges of using the mobile library

Challenges	Percentage
Internet Connectivity	70%
Technical Issues	55%
Lack of Awareness	48%
Device of Compatibility	40%
Security Concern	35%

Internet Connectivity emerged as the most significant challenge for the use of the mobile library.

## 7. Discussion and Findings

- The analysis indicates that the mobile library application is essential for today's digital age. The majority of users regularly access digital resources with the help of mobile devices. A high level of satisfaction indicates that the

mobile library services are convenient, easy to access, and flexible.

- E-books and E-journals are the most frequently accessed resources
- Internet connectivity is the most significant challenge faced by users
- Mobile library services play an important role in remote learning and research activities

## 8. Recommendation

- Developed multi-lingual user-friendly mobile application
- Organised digital literacy and awareness programme to improve users' mobile services
- Institutional internet connection should provide reliable access
- Cybersecurity measures to address users' security concerns
- Regular up to date
- Mobile library services through orientation and outreach initiatives

## 9. Conclusion

Mobile library applications have emerged as an important component for library services within the digital academic environment. By facilitating convenient access to information resources, enhancing user satisfaction, and supporting a wide range of academic activities, these applications contribute significantly to the modernisation of library services. The findings of this study affirm their role in fostering user-centred information systems and expanding access to knowledge. To respond to evolving user expectations, academic libraries should continue investing in mobile technologies, digital infrastructure, and user education initiatives, thereby strengthening their contribution to the knowledge society.

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