# Library Services in the Context of Modern Requirements of Information Society

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**ABSTRACT:** *This study considers a wide range of services provided by the largest Russian and foreign to their users. The authors used the quantitative content analysis method. In this study library was considered as source of reliable information in comparison to Internet resources. The authors studied modern services that have become popular with the emergence of digital forms for verifying information. In this way, libraries seek to create an optimal approach to implement cognitive, memorial, and educational functions within their direct activities. Library has a clear opportunity to provide its users with a range of necessary services and it can become one of the key actors in providing reliable information.*

## 1. Introduction

The main reason for studying the modern range of library services is associated with increasing importance of information space in the life of every person. In this context, traditional information sources are becoming less popular among the population. Accordingly, libraries, as an important source of information, are forced to adapt to modern realities and find their place in a new information space.

### 1.1. Objective of the Study
To investigate a wide range of services provided by the largest Russian and foreign libraries to their users.

## 2. Methodology

The quantitative content analysis method was chosen as the main research method. This method was used to analyze the

websites of the largest Russian and foreign libraries. We were able to study libraries that were not available to us due to the geographical distance. We paid special attention to analyze such websites sections that containing information about the services provided in libraries.

## 3. Review of Literature

Modern trends in developing information society make it possible to increase scientific awareness and dissemination of scientific information among a large number of populations. According to the results of a study published by Russian Public Opinion Research Center (VCIOM) in 2021, there were more than half of Russians (60%) who are interested in the achievements of science and technology. In this regard, research libraries as centers of concentration of scientific information can contribute to the dissemination of such information (Science, 2022).

The context of the modern information society dictates a number of requirements for forming library environment. In this study, we used the definition of library environment proposed by Dvorkina. She defines library environment as a resource, intellectual, moral, aesthetic and emotional person environment consumed by librarians and users. The library environment affects positively or negatively on person's activities in the library and outside and it is a component of information and cultural environment of society (Dvorkina, 2009). Library and information services play an important role in forming the library environment.

Stefanovskaya and Khapochkina highlighted that according to the respondents the attitude of users to libraries depends primarily on the quality of services (43.3%), on the attitude of library staff towards users (3.3%), on the quality of service (6.7%), on library working hours (3.3%), on culture and behavior (3.3%). Thus, the quality of services has a decisive impact on user's relation to a library (Stefanovskaya et al., 2011).

With access to advances in digital technology, and as more and more information becomes available through a wide range of media, the traditional concept of library is being redefined. Libraries now include resources and services using cutting-edge technology, including digital collections, social media, and in demand resources. The main function of library is an active global media and communication center.

According to a study conducted by a group of independent researchers funded by the Bill & Melinda Gates Foundation in 2013, Americans believe that public libraries should offer the following services:

- Close coordination with local schools - 85% of Americans aged 16 years and older;

- Free literacy programs for young children - 82% of Americans aged 16 years and older;

- Comfortable places for reading, work and recreation - 59% of Americans aged 16 years and older;

- Wider selection of e-books - 53% of Americans aged 16 and older.

According to the study, these services are considered as the most demanding.

In addition, 91% of Americans say that libraries are important to their families and communities, but they often don't know about all the services that libraries offer (Library, 2013).

Another study conducted in the USA in 2016 found that 80% of users believe that libraries should offer services to teach children and seniors how to use computers, smartphones and apps (see figure). During the study, 1,601 respondents aged 16 and older were interviewed.

From the research results presented above, it follows that public libraries are important not only leisure, but also an educational center within local communities. In this regard, it is important to provide such range of library services that must meet the user requirements.

In this way, the subject of this study is the range of services provided by the largest Russian and foreign libraries to their users.
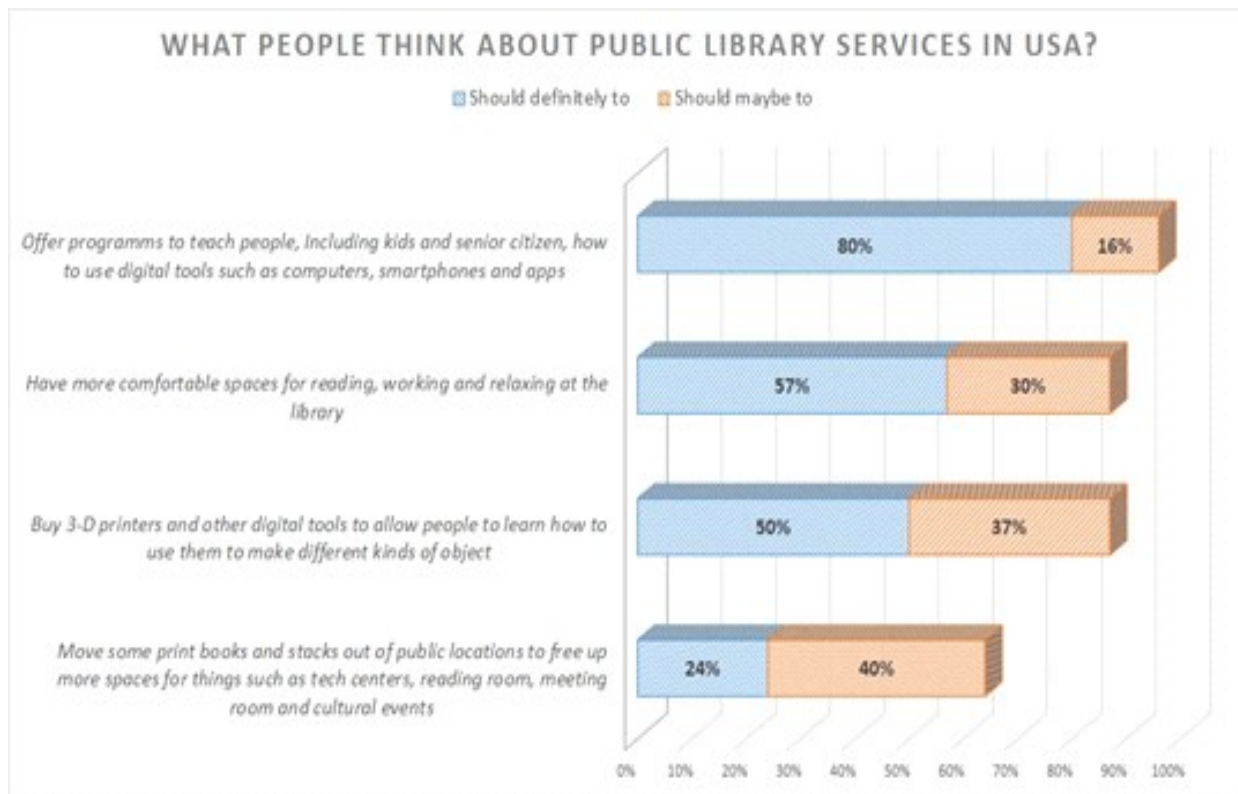
Figure 1. What people think about public library services in USA?

## 4. Library Services Analysis

Table 1 shows a list of the main free and fee-based services provided in the Russian State Library, the Russian National Library, the State Public Scientific and Technical Library of the Siberian Branch of the Russian Academy of Sciences, the State Public Scientific and Technical Library of Russia and the State Public Historical Library.

## 5. Results

Content analysis showed the following results:

Free access to printed publications remains the main service for all libraries without exception. Although this service has been transformed - the publication of interest can be read online. In this regard, it should be noted that libraries are following the changing format for providing information in the digital age and they are actively introducing access to electronic databases. Digitization offers a new chance to shed light on unique collections that were previously inaccessible due to the limitations of analog formats.

- A number of libraries run educational programs and services for students and teachers.

- Libraries provide effective support for research initiatives.

- Reference and bibliographic activity takes a key place in the work of libraries.

Table1. Library and Information services provided by the largest libraries in Russia

| Library | Services |
| --- | --- |
| Russian State library (RSL) | providing users with documents in the reading rooms and other divisions of the RSL from the funds of the RSL;<br>reference and information services;<br>providing access to exhibitions revealing the collection of the RSL;;<br>demonstration of electronic resources;<br>providing users with the possibility of pre-ordering documents;<br>extension of the term for booking documents in the reading room by phone;<br>providing the possibility of ordering documents that are not in the RSL, by desideratum;<br>individual admission of dissertations to the RSL' collection (in traditional and electronic form);<br>providing users with the following services: to play music on the piano, listen to music through the broadcast network and headphones, listen to electronic documents (sound and multimedia) from the RSL's collections. |
| National Library of Russian (NLR) | ordering publications from the NLR's collection and its partner libraries to reading rooms;<br>providing access to the electronic catalog;<br>providing access to the cards catalogs;<br>providing access to subscription resources of remote access<br>bibliographic and information references;<br>free access to legislative information on the base of modern information technologies at the Legislative Information Center;<br>information service on the basis of the Center "The Return of the Name" (more information at http://visz.nlr.ru);<br>a range of services for genealogy and family history research |
| State Public Scientific and Technological Library of the Siberian Branch of the Russian Academy of Sciences (SPSTL SB RAS) | "Night subscription" - the opportunity to borrow the reading room information resources outside the Library working hours;<br>book lending and renewal of books subscription;<br>excursion service;<br>ordering publications from the main book storage;<br>methodological assistance within electronic order;<br>interlibrary loan and document delivery;<br>bibliographic information on topics of interest using electronic catalogs and databases;<br>the search for patent and normative and technical documents in foreign and national databases;<br>bibliometric services. |
| State Public Library for Science and Technology (SPLST) | free access to the Internet;<br>provision of information about the composition of the library collection through the catalog system and other forms of library information, including remoted access through the SPLST 's website;<br>provision of documents for temporary use with possibility of booking publications for a certain period;<br>reference and information services;<br>interlibrary loan;<br>sciencetometric and bibliometric services.;<br>remoted library services |
| State Public Historical Library (SPHL) | free access to card and electronic catalogs;<br>reference and information services;<br>electronic book order;<br>free access to network remote (subscription) resources;<br>excursions;<br>sales of the SPHL's publishing products |

Table 2 shows the main services provided by largest foreign libraries in the world.

Table 2. Library and Information services provided by the largest foreign libraries.

| Library | Services |
|---|---|
| Library of Congress | Ask a Librarian»: expert assistance in research or using the Library from librarians and research subject specialists.<br>cataloging services that include search vocabularies, classification, policy, products, training and cooperative programs.<br>services and support to authors and users of creative works;<br>products and services to researchers using the Library's extensive English and foreign-language collections on a cost-recovery basis;<br>Comprehensive research & reference service to Congress and the public on foreign, comparative, international and U.S. law.<br>interlibrary loan;<br>consulting services related to key technical standards used in the library community;<br>resources for publishers, editors and the public interested in Library publications and co-publishing opportunities;<br>research, science and collaboration in preserving the Library's collections;<br>service for the Blind and Print Disabled. |
| British Library | information about the library collection and the procedure for accessing it;<br>information on exhibitions and events taking place in the library;<br>a wide range of educational services for teachers and students of all ages;<br>support for research initiatives in different subject areas;<br>publishing services;<br>book and manuscripts restoration |
| National library of India | three types of membership: Reading Room Member, Lending Member, Daily Card Member<br>inter library loan;<br>bibliographic services for research scholars, Government agencies, universities and national level institutions;<br>Reprographic services: use reprographic facilities against payment. The photocopies, microfilms and microfilms printout / photocopy are provided within the limits of the International Copyrights Act;<br>Services for Children: the division provides children with reading material for information and fun. |
| National Library of Germany (Frankfurt) | digitisation service on demand;<br>interlibrary lending;<br>reference management;<br>DNBLab: Access to data sets and digital objects;<br>provision of all bibliographic data from the German National Library and the authority data from the Integrated Authority File free of charge;<br>title registration;<br>individual bibliography |
| National library of Australia | a range of tools to assist any research;<br>school and teacher programs: exhibitions, collections and reading rooms as a springboard to find out more about Australian history and culture. Students critically interpret texts and learn search methods to understand historical and contemporary events and issues;<br>teacher professional development program;<br>services for publishers: ISNB, ISSN, ISMN, Legal deposit, etc); |

| | |
|---|---|
| National Library of Belorussia | information and bibliographical service;<br>document indexing: UDC, BBK, GRNTI, author number;<br>plagiarism detection;<br>measuring the productivity of the publications of an author / organization;<br>examination of books and manuscripts;<br>media monitoring;<br>booking and lending;<br>library service for blind and visually impaired users;<br>interlibrary Loan and Electronic Document Delivery;<br>electronic document delivery;<br>virtual reference service "Ask a Librarian";<br>KORUNB: the Virtual Reference Service of Corporation of Universal Scientific Libraries;<br>Virtual Center of Legal Information;<br>Virtual Center on the Activities of International Organizations;<br>Museum Program On a Visit to Books;<br>library tours;<br>copying services. |
| National Library of Uzbekistan | document indexing: UDC, author number, etc;<br>booking electronic publications though electronic catalog;<br>online and offline free access to scientific works via the Scientific Works Database " that contain more than 14 000 theses and more than 558 000 abstracts;<br>online and offline free access to full-text Database NODIR (nodir.natlib.uz) that contain a rare books and manuscript collection of the NLU;<br>free access to Digitalized Print Image Catalog Searching System;<br>free access to Electronic Union Catalog that contain functions for searching books and their storage place in partner libraries;<br>free access to Foreign Electronic Open Assessed Resources. |

- Libraries develop services aimed at the evaluation of individual scholars' papers with the help of bibliometric indicators.

- Libraries develop scientometrics and webometrics research.

Besides, National libraries in the CIS countries develop programs and projects based on innovative approaches in the library and information field. They clarify the essence and specifics of innovations in library activities as well as the features of introducing innovations into library practice. The Libraries in CIS carry out scientific, methodological and organizational and methodological work on implementation of innovations (National, 2020).

## 6. Discussion

After analyzing the main range of services provided by libraries, we note that services remain traditional. Realizing the socio-cultural role, the library remains a repository not only of the book collection as one of the material objects of culture, but, as Herzen wrote, it remains a "temple of thought" (Herzen, 1954). In other words, library implements an information and communication function along with a memorial function. According to the UNESCO Public Library Manifesto, the public library "the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups" (Manifesto, 1994).

- Tikunova stressed out that the Russian State Library (RSL), being the custodian of the world cultural heritage, plays a significant role in the system of information support for the sphere of culture:

- Contributes to information environment for developing education, science and culture;

- Cultivates information conditions that allow us to conduct an information search, and most importantly - to obtain information;

- Carries out processing, evaluation and generalization of information in order to provide complete and reliable information on the most pressing problems of the development of the sphere of culture;

- Contributes to the organization, coordination and cooperation activities for the creation and dissemination information products created by libraries;

- Reveals, summarizes and disseminates the best experience of information work among the country's libraries (Tikunova, 2015).

In connection with the above, we note that in growing public interest in science, library can become a valid source of scientific information in the modern information space. This topic has a particular relevance in the context of the spread of fake news, including the scientific information space. For example, James Lindsay, Helen Pluckrose and Peter Boghossian, using fictitious names, have been writing absurd articles and articles in respected and peer-reviewed scientific journals since August 2017. It should be said that at least 7 of 20 articles were published. Naturally, such an experiment calls into question the content of those journals, although it may also indicate problems in science itself (Voronin, 2018).

## 7. Conclusion

Library as a source of reliable scientific information can become an important source not only for the scientific community, but also for all users of library services in general. Despite the fact that in the modern information space there are a large number of sources of information, library remains an important participant in information exchange. Library is a direct participant in scientific communication, educational space that implements a number of memorial and social functions. It provides users with valid information which is especially important in the modern information space. The implementation of a large number of these functions becomes possible through various forms of interaction, including the electronic environment. As a result, a modern library can provide optimal access to information and become a navigator in the modern information space.

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