CUURENT STATUS AND FUTURE NEED OF EMERGING TECHNOLOGIES FOR ENHANCING USER SATISFACTION IN ODISHA STATE UNIVERSITY LIBRARIES

DISSERTATION SUBMITTED FOR PARTIAL FULFILLMENT OF THE DEGREE OF

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CERTIFICATE

This is to certify that the work in this dissertation entitled**Current Status and Future Need of Emerging Technologies for Enhancing User Satisfaction in Odisha State University Libraries** submitted in partial fulfilment of the requirement of the degree of Master in Library Information Science (2023-2025) from Sambalpur University by Rasmi Ranjan Mohapatra isthe record of research work carried out by the candidate with all sincerity and diligence under my guidance. Hence, I forwarded and recommended that, this dissertation deals with original work and is worthy of examination.

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DECLARATION

I hereby declare that the dissertation entitled **Current Status and Future Need of Emerging Technologies for Enhancing User Satisfaction in Odisha State University Libraries**submitted in partial fulfilment for Master Degree in Library and Information Science, Sambalpur University in the result of the original research work carried out by me under the guidance of D**r.Bikram Kishore Beura**., Assistant Professor, Department of Library and Information Science, Sambalpur University.1, further declare that the work embodied in this dissertation has not been submitted elsewhere or to any other institution.I have given due credit to the Authors whose work has been used in this work.

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Abstract

This study investigates the current implementation and future need of emerging technologies in university libraries across Odisha, India, with a focus on enhancing user satisfaction. As academic expectations evolve, libraries are under increasing pressure to integrate advanced technologies such as Artificial Intelligence (AI), Internet of Things (IoT), Blockchain, Big Data, RFID, and Library Automation Systems to deliver efficient, user-centric services.

The research employed a quantitative approach through structured questionnaires distributed among postgraduate students from four state universities: Utkal University, Sambalpur University, Berhampur University, and Gangadhar Meher University. The data collected via Google Forms was analyzed using Microsoft Excel and presented through charts and tables.

Findings reveal that while some technologies—such as OPAC, RFID check-in/check-out, and access to e-resources—are moderately adopted, advanced solutions like AI-driven services, Blockchain applications, and AR/VR tools remain limited. Key barriers identified include lack of infrastructure, insufficient technical support, poor internet connectivity, and low digital awareness among users. Nevertheless, respondents showed a strong preference for future adoption of AI, IoT, mobile applications, and automation systems.

The study concludes that for university libraries in Odisha to evolve into modern knowledge hubs, a strategic focus on digital infrastructure, user training, and policy support is essential. The insights provided aim to assist academic policymakers, librarians, and technologists in making informed decisions to bridge the technological gap and enhance library user experience.

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