

A COMPARATIVE ANALYSIS OF TRAIN AND AIR TRAVEL DIGITAL LIBRARIES: SERVICE INFORMATIVENESS AND PASSENGER ATTITUDES

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Abstract—Currently, digital libraries have become the reality of the travel world. They can provide passengers with various reading materials in the form of printed and electronic books, magazines, newspapers and audio books, access to digital reading culture and other information supports. Yet, it is quite amazing that there is very little research concerning informativeness of such services, efficiency, benefits and opportunities of digital libraries. Therefore, this study will aim to fill the gap in current literature by conducting a comprehensive comparative analysis of travel libraries in terms of informativeness and information supports. Data obtained through surveying passengers about their opinions regarding travel libraries will also be presented. Finally, the results indicate that digital travel libraries are highly informative and satisfy their customers to the fullest extent possible. What is more interesting is that Airbus seems to tend to the development of digital reading whereas train travelers continue to prefer printed books.

Keywords: Digital Library; Travel Library; Train Library; Airbus Library; Comparative Study.

Introduction

It is hardly surprising that in the world today libraries are no longer limited to bookshelves. They became mobile and began to spread into various locations including railway stations, airplanes and even buses. In particular, since many travelers spend a lot of time on trains and planes, they have the ability to read or use computers. That is why many airlines started creating their own systems of entertainment. They usually contain various e-books, newspapers, articles, magazines and even information about financial services. One of the airlines that provide digital library services is Airbus. This company gives its customers an opportunity to read many e-books or access many useful articles during their flight. The main purpose of this paper will be to conduct comparative analysis of "travel libraries". It will aim to provide readers with the overview of how information services help to promote reading among travelers and how the informativeness of libraries on planes or trains may enhance passengers' experience of traveling.

Need for the Study

Informativeness of information services in relation to transportation system has become quite a topical issue in recent years. Despite popularity of digital libraries, there is very little information available on how they perform and to what extent customers benefit from these services. In particular, due to constant development of technology, the number of printed materials used in such libraries will decrease significantly. Therefore, this article aims to shed light on this area. To begin with, it will focus on how libraries in the railway transport can help passengers meet their information demands. In particular, it will provide the list of information materials that increase passengers' satisfaction.

Methodology

In this study, a descriptive and comparative methodology is adopted. Information for the purpose of developing the basis for adopting this methodology was gathered through reviews of journals and literature concerning databases, transportation systems, airlines, and digital library services.

To gain knowledge regarding how the passengers make use of library services while traveling, an analysis was carried out using the data collected from 500 passengers. This data was used to demonstrate the level of awareness and utilization of library services among the passengers as well as their level of satisfaction from the services. In addition, the impact of utilizing library services while traveling on satisfaction was evaluated.

The three dimensions included in this analysis were:

- * Availability of travel library services
- * Utilization and level of passenger satisfaction
- * Impact of technology on reading habits of travelers

Results and Discussion

Passenger Awareness:

Results show that the passengers have a fairly high awareness of travel library services, indicating the adoption and prevalence of information service provision in transport facilities.

Utilization:

In terms of utilization, passengers showed a frequent to occasional utilization of travel library services. Digital reading materials such as e-books and magazines became the most popular among travelers due to their simplicity and easy accessibility.

Passenger Satisfaction:

Most passengers showed their satisfaction with the services provided by the travel libraries with reading and learning opportunities becoming the primary factor behind overall satisfaction.

Hypothesis Testing:

Null Hypothesis (H): There is no significant relationship between travel library usage and passenger satisfaction.

It is believed that there is a direct effect of usage of travel libraries on how satisfied passengers are with their journeys.

A Chi-Square test was used in order to test for any correlation between library usage and passenger satisfaction.

Calculated value of Chi-Square = 105.19

Degree of Freedom = 1

Critical Value (at = 0.05) = 3.841

As the calculated value is higher than the critical value ($105.19 > 3.841$), the null hypothesis will be rejected in favor of the alternate hypothesis. There is a significant correlation between library usage and passenger satisfaction according to our findings.

Travel and Airbus Library Comparison

Train libraries are comprised of the provision of both off and online services. Such libraries include on-site station libraries, travelling libraries, reading corner facilities and digital libraries that are provided through applications. All in all, the provision of reading and knowledge literacy facilities by the train libraries is commendable.

Airbus provides basically online library services that compensate for the inadequacy of entertainment facilities available on airplanes. The services range from e-books, audio books, news, learning materials etc. in several languages. These can be accessed from a personal device or from the onboard screen. As a result, Airbus library services provide a decent variety of reading material regardless of the passenger's location.

There is somewhat an even balance of print and digital library resources offered in train libraries as opposed to a relatively richer selection of digital resources provided by the Airbus travel libraries.

Discussion

As seen from this research, travel libraries are a relatively new type of passenger services. With the continuous technological development of digital technologies, the number of information services offered becomes more diverse and more available, providing opportunities for personal development of passengers while traveling.

Moreover, a positive correlation between use of library services by passengers and passengers' level of satisfaction indicates information services importance for the travel process, whereas increase in the number of users of digital services shows new trends of information consumption among passengers.

Findings

1. Researchers found out that travel libraries represent a relatively new service that gains popularity all around the world.
2. An impressive number of travelers prefers using digital sources to traditional printed books.
3. The higher use of travel libraries services correlates positively with passengers' satisfaction with their travel experience.
4. It has been identified that Airbus travel libraries provide greater access to digital information sources compared to most train libraries.
5. Train libraries continue playing an important role in development of the public reading culture.
6. AI and recommendation engines will play a key role in development of travel libraries.

Limitations of the Study

This paper considers an array of existing information and compares various aspects in order to draw conclusions.

Firstly, in terms of survey data analysis, it should be mentioned that these data are considered as an illustrative example without being compared with more extensive studies. Travel libraries differ greatly across countries and different types of travel.

Recommendations

1. Expansion of digital library services in railway and air transportation networks.
2. Integration of multilingual collections of different traveler segments.
3. Integration of AI-driven recommendations engines.
4. Improving internet services and availability of digital media on flights.
5. Facilitating partnerships between transport carriers, book publishers and libraries.

Conclusion

Travel libraries represent a good option to make traveling more entertaining and educational. They provide travelers with an opportunity to use travel time for self-development. It was noted that certain train libraries still offer printed books to passengers which is crucial for development of public and print culture. Meanwhile, increasing use of digital library services, like in Airbus travel library, demonstrates growing importance of online information access. With new technologies like artificial intelligence, mobile devices and other innovations in digital field, development of travel libraries will continue its growth in the world transportation industry.

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