

Use of Web 2.0 Tools by Libraries: A Reconnaissance of the International Landscape

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Web 2.0 tools are Internet based services which include social net working sites, blogging sites, RSS, pod casting, wikis, 3D virtual environment such as second life and Active world.

These services aim to accelerate creativity, support information sharing, online collaboration and networking among the users.. The use of web 2.0 tools has grown considerably in the education sector in the last few years.

They are being emphatically and overwhelmingly adopted by the conventional age students and the digital netizens. The libraries have also embarked upon harnessing the potential of these applications for enhancing the services.

Highlights of the Paper:

- 1. Discusses the application of these tools in the libraries .**
- 2. Provides a reconnaissance of major academic libraries across the globe which have embraced these tools for connecting to the users.**
- 3. Discusses how Web2.0 tools can be used to woo patrons towards using the library resources and services.**

Objectives of the Study:

- 1. To identify web tools used by the academic libraries.**
- 2. To study the purpose of using these technologies.**
- 3. To examine the characteristic features of the web 2.0 tools used in the academic libraries.**

Research Instrument:

The parameters used in the present study are based on the checkpoints used by McIntyre and Nicole(2007)for evaluating Library pod casts and the checkpoints given by Linh, Nguyen Cuong (2008) for evaluating various web 2.0 tools.

Research Instrument...

It is also being mentioned here that certain checkpoints were arrived at after visiting and browsing the various sites. The list of checkpoints.

Sample of the Study:

1. United Kingdom (UK) : 82

2. USA : 151

3. Canada : 37

4. Australia : 07

Total = 277

University Libraries:

The (libraries of the) universities which are listed at the following sites were surveyed for the present study:

<http://www.scit.wlv.ac.uk/ukinfo/#>

<http://www.utexas.edu/world/univ/state/>

<http://university-canada.net/>

Review of Literature:

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The literature review reveals that the use of Web 2.0 in the libraries is increasing at an astonishing pace. The tools like blogs, RSS feeds, IM are used by the libraries very commonly; whereas the use of wikis is still to pick up.

Review of Literature...

- **These tools may be used by the libraries for personalizing outreach services. The application of these tools may help libraries offer their resources and services to the users in a proactive manner.**

Data Analysis

The data was collected according to the checkpoints suggested by various authors for evaluation .Each check point was allotted a value 1or 0 according to yes/or no answer. The values were entered in Excel spreadsheets.

Data Analysis

The “application index” of each library was calculated by the following formula:

$$\text{Application Index} = \frac{\text{Total of Yes answers} \times 100}{\text{Total number of Checkpoints}}$$

An application index indicates the degree of adoption of Web 2.0 application in a specific library. (Linh, Nguyen Cuong, 2008).

Results and Discussions

The mean of Web 2.0 application indexes has been calculated in the following manner:

**Mean application Index= Total of indexes
Total number of
universities**

Results and Discussions ...

The study covered 277 universities' libraries. It was found out that out of 277 universities' libraries, 211 or 76.17% had adopted some or the other web2.0 tools whereas 66 of them or 23.83% did not use any web 2.0 tools.

Results and Discussions...

Out of 211 universities which had embraced some kind of web 2.0 tools, 135 or 63.98% had Application Index above the mean of 14.22 whereas 76 libraries or 36.02 % had Application Index below the mean of 14.22.

Results and Discussions ...

Out of 135 libraries which had Application Index greater than the Mean Application Index, 26 or 19.25% were from Canada; 5 libraries or 3.72 % were from Australia; 29 libraries or 21.48 were from UK; and 75 libraries or 55.55% were from USA.

Rank of first 20 libraries Libraries:

Memorial University, New Founland : 51.94

Dalhousie University, Canada : 38.96

Regis University, Canada, USA : 38.96

Gonzaga University, USA : 37.66

Sacred Heart, USA : 36.36

Thomas Jefferson University, USA : 36.36

Lakehead University, Canada : 36.36

University of East London, UK : 35.06

Ryerson University, Canada : 35.06

Colorado State University, USA : 35.06

Ball State University, USA : 35.06

University of Sunderland, UK : 32.46

University of Victoria, Canada : 32.46

Brock University, Canada : 32.46

Golden Gate, USA : 32.46

Yale University, USA : 32.46

Duke University, USA : 32.46

Princeton University, USA : 32.46

University of Teesside, UK : 31.16

Fairfield University, USA : 31.16

University of Iowa, USA : 31.16

The libraries which had Application Index greater than the mean had adopted 2 or more web 2.0 tools whereas the ones which had Application Index less than Mean had adopted just one Web2.0 tool.

Use of Web2.0 tools in academic libraries in India

Higher Education landscape in India

The following libraries use RSS:

Central Library IIT, New Delhi http://www.iitd.ac.in/rss/iitdfeeds_library.xml

Central Library IIT, Bombay <http://www.library.iitb.ac.in//index>

The following libraries use RSS...

php?option=com_rss&feed=RSS1.0&no_html=1 Central Library, IIT, Kharagpur <http://www.library.iitkgp.ernet.in/LibBlog/blogIndex.htm>

Library & Documentation Division, IGNOU <http://libraryservicesignou.blogspot.com/>

The following libraries use RSS...

The libraries provide RSS feeds for new books, new journals, databases added to the libraries' collection.

The Following Libraries Use RSS...

The blog at Indira Gandhi National Open University provides the following information:

- 1. Free trials arranged for the users.**
- 2. Timings of the Library.**
- 3. Workshops/user awareness programmer being organized for the readers.**
- 4. New databases being added to the collection.**

Good practices for integrating Web 2.0 tools in library services

- 1. The web 2.0 tools like blogs, RSS, social networking sites wikis should be actively used by the libraries.**
- 2. Libraries may use pod casts as training tools for databases and online library resources.**

Good practices for integrating Web 2.0 tools in library services...

3. The libraries should create blogs in various subject areas. They should create blogs for announcing new developments and events taking place in the university. The blogs should be accessible to all but comment may be added by authentic students only.

4. The libraries may publish guidelines for using blogs.

Good practices for integrating Web 2.0 tools in library services...

4. The libraries may publish guidelines for using blogs.

5. May be asked to follow IPR with regard to content added by others. The students should be told not to post any confidential information.

6. Pod casts may be used for informing user community about what is going on in the Library. Library tours may be provided on pod casts.

Good practices for integrating Web 2.0 tools in library services...

7. Libraries may use vodcasts to illustrate what the library has done and to attract community for future programmes. The libraries should prepare vodcasts on how to access library resources from off campus; how to plan a search strategy and how to search articles in the online resources subscribed by the Library. In this context, the example of University of Aberdeen Library is worth mentioning.

Good practices for integrating Web 2.0 tools in library services...

8. The Library should run short term course on web 2.0 tools for the students and the faculty members.. The Chartered institute of Library and informational Professionals (CILIP) runs 2 courses like Web 2.0 nuts and bolts and Web 2.0 : building on the basics. The students and faculty members should be taught to incorporate these tools in their studies and progarmmes.

Good practices for integrating Web 2.0 tools in library services...

9. The libraries and information centers should create flyers and bookmarks with brief information about the blogs, RSS, wikis used in the library and distribute them during orientation classes and informal visits to the various departments.

Good practices for integrating Web 2.0 tools in library services...

10. The libraries may create a wiki where users may be allowed to create content on various educational aspects. The wikis should be used by the Libraries for creating an online collaborative community in which the students, staff, teachers may interact with one another. These (wikis) may help the library staff in keeping constant track of the users' feedback. Henderson state University Library.

Scope for Further Research

1. The use of Web 2.0 tools in open universities and how these have enhanced library services needs to be studied.

Scope for Further Research

2. Further studies need to be undertaken regarding users' feedback on these web2.0 .tools-whether they feel more drawn towards the libraries because of the application of these tools or otherwise.

Conclusion

Thank you