

## Use Of Library 2.0 In Festus Aghagbo Nwako Library: Awareness Of Librarians As A Determinant Factor

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### ABSTRACT

The study aims at examining the use of Web 2.0 in Festus Aghagbo Nwako Library which is referred to as library 2.0 as it relate to the awareness of librarians. A review of literature revealed that of all the tools of Web 2.0, the core library 2.0 tools include, blog, Wiki, Instant messaging, podcast and RSS. Result revealed that only the digital department of the library use 2 out of the 5 core library2.0 tools. Librarians awareness of library 2.0 tools is low which can be attributed to un automation of the main library. Problems militating against the use of library 2.0 in the library include poor awareness among librarians, shortage of professional manpower and non automation of the library. Strategies for enhancement of library 2.0 usage include awareness creation among librarians, provision of stand by generator and automation of the main library.

**Keywords:** library 2.0, Festus Aghagbo Nwako Library, librarian, awareness.

### Introduction

Prof. Festus Aghagbo Nwako library is the university library of Nnamdi Azikiwe University, Awka. It was named after the pioneer Vice Chancellor of the University when Federal Government of Nigeria took over the university in 1992. The main University library is situated at Awka with two campuses at College of Health Sciences Nnewi and Pharmaceutical Sciences at Agulu. There are also faculty libraries at the Faculties of Law and Management Sciences. The Staff strength of the library is over 100 employees comprising of professional staff, para professionals and general duty staff. The library service is structured according to the various library operations that currently exist in the library system. These departments/units include acquisition, cataloguing, circulation, reference services, serials, digital library, institutional repository as well as faculty libraries in Faculty of Law, Health Sciences, Pharmaceutical Sciences and Management Sciences. Expectedly Prof. Festus Nwako library as a university library is the academic nerve centre of Nnamdi Azikiwe University (Anyaegbu, 2015).

### Evolution of Web 2.0 Technologies

The revolution of information distribution over the last decades brought about by the Internet and World Wide Web(www) has created a new and exciting opportunities in the field of information. Web 2.0 is an interactive Web in which the moving force behind its development is the user. It focused on the users interaction with others. The term Web 2.0 was coined by O'Reilly in 2003 to represent the new Web. Before the advent of Web 2.0, the state of the web was according to Deitel and Deitel (2008) focused on relatively small number of companies and advertisers, providing content for users to access which people call the brochure web or web 1.0. This web is static and requires Java and Hp competences to use therefore limits the user in access and creation of information as publication of online information is limited.

The need for active interaction of common users led to the birth of Web 2.0. Web 2.0 focused on the user interaction with others. Today the Web evolution has gone beyond just user interaction with others to focus on users themselves. The new Web according to the Big Think blogger Daniel Burrus is the 3D Web, Semantic Web or Web 3.0. This Web as he maintained is data driven, and that entails that data comes from the user and the Web essentially adjusts to meet the need of the user. The ability to access data from anywhere is the motive behind Web 3.0. Equally a Web that is expected to bridge all communication barriers of a person in every walk of life is as he stated further is on course and that is coming in the name of Web 4.0. and Web 5.0 respectively. The Web 4.0 is about "the ultra intelligent electronic agent". The Web is expected to communicate with user as user communicates with themselves. Here, the avatars are exchanged for holograms to represent humans. An environment where one can sense holograms using one's sense. Web 5.0 is then an environment where every aspect is holographic, including senses. It is expected that interaction can be made here using special suits holograms meeting with other holograms in a virtual but real world. Although these new Web is seriously evolving, the very fact that they all depend on Web 2.0 technologies cannot be over emphasized.

Web 2.0 was according to O'Reilly (2007) originally formulated as a way of understanding how the most successful Internet companies differ from their peers. These companies as O'Reilly maintained were able to survive the 1991 technological crash because of several characteristics they had in common which was believed to have set them apart. In a bid to find out these characteristics, a brainstorming session was held between O'Reilly and Media Live International in 2004. It was in the conference that the concepts, methods and technologies that distinguished them was drawn up and designed as web 2.0 (Habbib, 2006). Maness (2006) defined Web 2.0 as an assortment of technologies that offer distinct level of interaction with the user. This entails that the companies that survived were able

to do so because of the interaction they do have with the users of their product, therefore, able to meet their demand. To O'Reilly (2009) Web 2.0 is the collection and management of massive amounts of information facilitated by users across powerful media platform and working sites that creates opportunities for community participation and collaboration

Adoption of Web 2.0 within the library community in both technology driven and non technology based services is what Casey (2006) refers to as library 2.0. According to Maness (2006) library 2.0 is an application of interactive, collaborative and multimedia technologies to library web services and collections. As such the knowledge of Web 2.0 among Librarians in a developing nation like Nigeria will surely go a long way in determining its adoption in the University Library.

### **Library 2.0 in Academic Libraries**

Academic library is in a unique position to apply Library 2.0 because they are serving the "net natives" that grew up with the Internet and therefore most likely to participate in creating Web content. To a large extent, the quality of any academic institution which university is part of is measured by the services provided by the library because of its unique position in the overall university system. In achieving this purpose, university libraries use variety of information resources to meet the needs of their user. Library 2.0 is one of such tools which give library user a participatory role in the services library offers and the way they are used (Solomon, 2011).

Library 2.0 is all about doing more with the same or fewer resources. It is geared towards efficiency without sacrificing quality and aimed at reaching out to new users without losing the ones the library already have (Casey & Savastinuk, 2007). The economy of Nigeria, the growing number of University Libraries and users with few personnel makes it mandatory that University Libraries must change from traditional way of doing things and embrace modernization as the era in which librarians package whatever they have and give to users whether it serves their need or not is gone. This include using modern technologies of Web 2.0 in the services of the library but the concept of Library 2.0 as Atulomah (2010) pointed out is still a hard nut to crack in developing countries like Nigeria which attributed to non familiarization of Nigerians with the operation of modern university libraries and small percentage of the population's use of the Internet and computers. Rain (2011) seems to agree with Atulomah on the newness of the concept which according to him has resulted in low level usage of library 2.0. The question now is, are the librarians themselves familiar with library 2.0 concept especially the librarians in Festus Aghagbo Nwako library as their knowledge of the concept will determine its adoption and usage in the library. A look at the environment shows that the university communities are embodied with a lot of problem that make coming physically to the library almost impossible. The university teacher combines teaching, writing, researching, supervising with family life and this leaves him or her with little or no time to visit the library. Students on their part, combines lectures with economic and social activities and have little or no time to visit the library. Closure of the university library as early as 6pm makes it impossible for those who would have visited the library after

lectures not to do so thereby leaving them at the mercy of class or lecture room. Librarians on their own part contends with the problem of increased student population, reduced staff, reduce budget and with many competitors, therefore in a dilemma of how to provide services that will not only meet the need of users but also rekindle the interest of library users, hence, Casey and Savastinuk (2007) suggestion of adoption of library 2.0 should be a welcome development.

The Festus Aghagbo Nwako library must dramatically change if they are to be relevant in this Internet age. To this end, the consciousness of librarians should be awakened towards the need for the use of library 2.0 and its tools in the services of the Festus Aghagbo Nwako library.

### **Librarian's Awareness**

If Library 2.0 is to be effectively applied in Festus Aghagbo Nwako library, the importance of the librarian's awareness of its existence cannot be over emphasized as they are the ones that mediate between information and information user. Their knowledge of particular information affects users either positively or negatively. The observations of Anunobi & Nwabueze (2010) that internal and external environment of the library services is changing at an ultra high speed and there is no possibility that the LIS professionals are aware of the change and its implications is a critical case that should be seriously looked into. Some librarians fail to understand that the library of today is no longer what it used to be and needed to equip themselves in a way that will enable them meet up with the new environment. The use of Library 2.0 tools in the services of the library is increasing day by day and its high rate of adoption according to Schneckenberg (2009) can be attributed to the easy use of Library 2.0 and its enabling power to direct and mediate online publication and distribution of user content. It therefore becomes necessary that the awareness of Library 2.0 and its enormous benefits be created among librarians of Festus Aghagbo Nwako Library.

### **Library 2.0 Tools**

Library 2.0 means different things to different people and as a result, there seem to be disparity in what each scholar included as library 2.0 tools. According to Tripathi and Kumar (2010) library 2.0 tools include: Blogs, Instant Messaging (IM), Really Simply Syndicate (RSS), Podcast and Wikis. Hauson and Cervone (2007) identified Wikis, Blogs, RSS, IM and Podcast as prominent Library 2.0 tools for academic libraries. To Gross and Leshile (2007), library 2.0 tools are Blogs, Wikis, RSS, IM and Podcast while Grosseck (2009), listed the following as library 2.0 tools- Blogs, Wikis, RSS, Social bookmarking, Social Networking, IM, and Delicious. It can be seen from the inclusion of some tools by the whole authorities that there are core library 2.0 tools and that include Blogs, Wikis, IM, RSS and Podcast, therefore the five tools are briefly discussed.

### **Blogs**

Blog is short name for weblog. It is a type of website in which entries are written in a chronological order and commonly displayed in reversed chronological order. King and Porter (2007) suggested the use of blogs in academic libraries for internal communication to facilitate academic debate and communicate with patrons, promote networks, provide guide, current awareness and customized catalogue searches.

Macaskill and Owen (2006) emphasized the popularity of blogs on internal and external communication.

### Wikis

A wiki is a type of website that allows users to easily create, edit and link web pages using a simplified markup language. Encyclopedia Britannica defined wiki as a software used in variety of context to facilitate interaction and co-operation in projects at various scales. It is also used to create collaborative websites (Winn, 2008). Anyone with a web browser can edit content of wikis, which are organized by wiki software. Payne (2008), suggest that libraries and academic institutions can use wikis for group learning, sharing knowledge, experiences and open source products and also to provide subject guides, support a variety of collaborative activities among libraries, among library staff and between the librarians and users.

### RSS

Really Simple Syndication is a family of web feed formats used to publish frequently updated content such as blog entries, new feeds, live audio and videos in the standard format. Wusteman (2004) noted that RSS feeds update users about the additions and changes which take place on websites of interest. Providing updates from one source instead of accessing individual websites.

### Instant Messaging

Instant Messaging (IM) is an online communication between two or more people using text based short messages via the web in real time. Academic libraries use instant messaging to provide virtual reference services, improve access of other services and provide the latest information to users (Stephens, 2006). The use of instant messaging such as twitter according to Aharony (2006) has enhanced library services via hand phones. Twitter is an online micro blogging platform that contains both mass media functions and interpersonal communication options via sending tweets.

### Podcast

Podcast is a digital media file or a related collection of such files that is distributed over the Internet using RSS feeds for play back on portable media players and personal computers. According to King and Brown (2009), libraries share pictures, events and instructions using podcast. In the same vein, Tripathi and Kumar (2010) asserted that libraries use podcast to exchange and share audio programmes among patrons over the Internet.

### Benefits of Library 2.0 Tools

Library 2.0 tools have enabled librarians reach users in the virtual space that they could not reach before. This according to Ata- ur - Rehmen (2011) is a segment of users in the academic world who for one reason or the other will never visit the library no matter how hard they try. Library 2.0 tools has according to Hill (2009) enabled librarians create conversation with patrons over social media that invite participation and similarly sustaining a two way dialogue, build trust and reliance thereby making assessment of the community needs and delivery very easy. When a user knows that his/her opinion matters in the decision making of the library such user develops a sense of belonging and can

contribute meaningfully to the effective management of the library.

By providing the library with comments, tags and ratings feedbacks, user's creates content back into the websites. Ultimately, this will create a more informative product for subsequent users. Library users have favorite titles, authors and genres, allowing them to comment, write review, create their own tags and ratings and share them with others through a more online public access catalogue (OPAC) interface (Casey and Savastinuk, 2007). Libraries according to Ata- ur- Rehman (2011) are offered the opportunity of serving their patrons better, and to reach out beyond the four walls of the university, even its websites to reach potential users as well as beneficiaries where they happened to be and in association with the task that they happened to be understanding.

At the technical level, library 2.0 according to Casey and Savastinuk (2007) makes it possible for searchers to be presented with choices to view online, borrow locally, request from far, buy and sell as appropriate to their needs and circumstance. Library 2.0 provides efficient way of delivery thereby achieving greater returns on financial investments (Maness, 2006).

With library 2.0, evaluation and update of the library is frequently made possible thereby meeting the changing needs of library users. This can be made possible through user participation and feedback which in turn will encourage development and maintenance of library services. With information and ideas flowing in both directions from the library to the user and user to the library, library services have the ability to evolve and improve at a constant and rapid basis (Chua, 2010).

### Usage of library 2.0 in Festus Aghagbo Nwako Library

Library 2.0 tools have been adopted into the Festus Aghagbo Nwako digital library which has brought the library in the limelight of the university and enhances its services. Lots of activities are now carried on in that department using the library 2.0 tools and they include:

- Biometric verification and capturing of new students
- Every student is now mandated to have a valid email address. The quest for such has promoted their visit to the digital library for the exercise
- The general courses taking by every year one student of the university now takes place at the digital library because of the library 2.0 tools
- Use of print in passing information within the library is now seriously fading as library 2.0 tools takes over
- Users can now access the digital collections from any location within the school.

Although library 2.0 tools are now used in Fstus Aghagbo Nwako digital department, the main library which serves the greater percentage of users still lack these tools in the services of the library and this is bringing untold hardship on library users. A greater percentage of librarians are equally not conversant with library 2.0 tools. What they are and how it can be used because the concept has not gained the recognition needed.

### Problems Militating Against Library 2.0 Tools Usage in Festus Aghagbo Nwako Library

- Poor awareness among librarians
- Shortage of professional manpower
- Non automation of the library
- Library curriculum is not ICT driven
- Lack of Infrastructure
- Energy crises
- Poor funding
- Lack of skills needed for library 2.0 operation
- Lack of continuous training of librarians
- Technophobia
- Traditional librarian's attitude
- Non recognition of the importance of library in teaching and research by the university management.

### Strategies for Enhanced Use of Library 2.0

- Provision of standby generator
- Continuous Training of librarians on basic and technological skills
- Robust and steady Internet service
- Awareness creation through university bulletin, library bulletin, library week, fliers
- Awareness creation among librarians
- Provision of enabling environment
- Providing a forum for interactions among librarians
- Automation of library operations
- Recruiting more professional staff of the library
- Self development among librarians
- Provision of sufficient and realistic infrastructural facilities
- University management intervention in the university library
- Provision of residential quarters for the library staff.

### Conclusion

Use of web 2.0 technology in library services can no longer be compromised. It has enabled quick and instant dissemination of information. Unfortunately Festus Aghagbo Nwako Library is yet to fully integrate web 2.0 technologies in its library services as a result of poor infrastructural and human development. These strategies when fully implemented will foster improved library services in Festus Aghagbo Nwako Library.

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