Emerald Insight

Library Hi Tech News

Prerequisite and awareness status of Web 2.0 applications in University Libraries of Khyber Pakhtunkhwa
Aziz Ur Rahman Haroon Idrees Arif khan

Article information:

Users who downloaded this article also downloaded:

For Authors

If you would like to write for this, or any other Emerald publication, then please use our Emerald for Authors service information about how to choose which publication to write for and submission guidelines are available for all. Please visit www.emeraldinsight.com/authors for more information.

About Emerald www.emeraldinsight.com

Emerald is a global publisher linking research and practice to the benefit of society. The company manages a portfolio of more than 290 journals and over 2,350 books and book series volumes, as well as providing an extensive range of online products and additional customer resources and services.

Emerald is both COUNTER 4 and TRANSFER compliant. The organization is a partner of the Committee on Publication Ethics (COPE) and also works with Portico and the LOCKSS initiative for digital archive preservation.

*Related content and download information correct at time of download.

Web 2.0 in University Libraries of Khyber Pakhtunkhwa, Pakistan

Introduction

Technological development has changed the way individuals seek and use information. This has changed in the learning environment too (Craig, 2007). Web technology has transformed communication, interaction, acquiring and sharing of knowledge, investigation and participation in the formation and reuse of content. Initially the Web did not have the features and facilities for users to interact. The beginnings of the World Wide Web served as a platform for business and organizations to share information. (Das, 2012).

The development of new programming languages for the Web such as Java and XML and its integration has changed the Web from being static to becoming more dynamic (Jazayeri, 2007). This current shift in Web technologies, Web 2.0, provided participatory, interactive and collaborative work. Web 2.0 represents two-way of communication as compared to Web 1.0 and it has influenced almost every walk of life as well as libraries. It has promised the librarians and libraries, a shift in the near future to what is known as Library 2.0. The emergence of this technology has changed the electronic library environment and added new forms to electronic resources in libraries worldwide. With Web 2.0, contents are dynamic and provide opportunities for commenting on content by users. Today we are not using Web technology as a tool because we are becoming a part of it (Farker 2007).

Web 2.0 services such as social networking, blogging, Widgets, micro-blogging, social bookmarking, wikis, photo sharing, video sharing, and document sharing are popular among librarians worldwide to promote and market library services. However, librarians in developing countries such as Pakistan need rigorous work to keep pace with changing scenario and to work on the enhancement of competencies to be able to gain benefits from Web 2.0 technologies.

In Pakistan, the Internet was introduced in 1991; however, web-based applications took a long time to be used by librarians. Initially the internet was used by libraries for email and display of general information via webpages (Saeed et al., 2000). The use of the internet in Pakistan is increasing day by day, especially among young students, but until recently, the adoption rate of Web 2.0 applications for library services is still in its infancy (Shafique & Mahmood, 2008, 2009).

Focusing on Web 2.0 Use by Library Professions in Khyber Paktunkwa

A survey method was used to collect data through a structured questionnaire. The questionnaire was distributed among the entire target population of 73 LIS professionals, working in public universities. Response rate was 90% with 66 respondents out of 73. The collected data was analyzed using (SPSS) and Micosoft Excel.

We found that of the library professionals (95.5%) in the university libraries of KP are MLISc qualified, however, only 3% have higher qualification i.e. MS/MPhil. Respondents were asked to mention the availability of computers. internet access, and the presence of a library website and OPAC. 58 (87.9%) participants were using e-mail services in their libraries. In today's environment it is unusual that some librarians were not equipped with internet facilities and for a few others, e-mail services. Official e-mail accounts were used by only 26 (39.4 %) librarians. Further analysis indicated that 63 (95.5 %) LIS professionals out of 66 had no library Website and library Web OPAC of their libraries.

Participants were asked to give opinions on their perceived skills of using the internet. The majority i.e. 42 (63.6 %) rated their skill as intermediate, while 17 (25.8 %) rated themselves at an expert level of internet users. In developed countries many librarians are well informed about Web 2.0 tools and their potential usage in libraries (Anyaoku, 2012). To know about the awareness level of LIS professionals in University libraries of Khyber Pakhtunkhwa, librarians were asked to indicate whether they know and use, only heard about, or don't have awareness of various Web 2.0 tools. Facebook, YouTube and Skype were mostly popular among LIS professionals with 62 (93.4 %), 59 (89.4 %) and 46 (69.7 %) of respondents respectively. For Twitter 44 (66.7%) participants possessed knowledge, while wikis, blogs and instant messaging were known by 40 (60.6 %), 36 (54.5 %), 35 (53 %) librarians respectively. In the current study, 36 (54.5 %) of the respondents had no knowledge of RSS mews feeds and 46 (69.7 %) respondents admitted that they don't, while only 10 had only heard and know about the social bookmarking site, Delicious. Analysis of the data shows that the most familiar Web 2.0 tools were Facebook, YouTube, Skype, Twitter and wikis among librarians of Khyber Pakhtunkhwa.

The use of Web 2.0 technologies in libraries is problematic in developing countries (Baro et al. 2013). The socio economic condition of Khyber Pakhtunkhwa are inadequate to have multiple opportunities for capacity building of librarians. For that reason, librarians were asked to indicate the greatest problems faced by LIS professionals in using of Web 2.0 tools. 58 (87.9 %) librarians pointed out that power failure is a major cause of using ICT equipment effectively, and is a major hurdle in using Web 2.0 services. 52 (78.8%) of librarians indicated that lack of training and non-cooperation from higher authorities are the main hindrance towards the adoption of Web 2.0 technologies. Continuous training is critical for librarians to keep abreast of modern digital technologies. Professional bodies such as library schools and non-government organization can provide training on skill acquisition in the usage of Web2.0 applications in libraries. Financial problems and tight working schedule,

lack of internet connectivity and lack of skills were also indicated as problems facing by LIS professionals/

Conclusions

Result show that, one or more computer(s) are available to each group of LIS professionals in the university libraries studied. The majority of the respondents possess knowledge of Microsoft Office, whereas some have no access and knowledge for adoption of Web 2.0 in their libraries. University management should provide uninterrupted and reliable internet access, to enable the university librarians of the province to use Web 2.0 tools in their libraries and get maximum benefit in terms of service delivery to their user communities. Library and information schools, library associations in collaboration with non-government organization should arrange lectures, seminars and capacity building workshops on aregular basis to train the librarians in the usage of Web technologies in the libraries.

References Consulted

ANYAOKU, E. N., ORAKPOR, A. M. & EZEJIOFOR, V. O. 2012. Knowledge and use of web 2.0 by librarians in Anambra State, Nigeria. *African Journal of Library, Archives and Information Science,* 22**,** 31-40.

AQIL, M., AHMAD, P. & SIDDIQUE, M. A. 2011. Web 2.0 and libraries: Facts or myths. *DESIDOC Journal of Library & Information Technology,* 31
.

ARIF, M. & MAHMOOD, K. 2012. The changing role of librarians in the digital world: Adoption of Web 2.0 technologies by Pakistani librarians. *The Electronic Library,* 30**,** 469-479.

ATULOMAH, B. C. 2010. Awareness of Library 2.0 and participating in the global discussion among librarians in Southwest Nigeria universities.

BARO, E. E., JOYCE EBIAGBE, E. & ZACCHEAUS GODFREY, V. 2013. Web 2.0 tools usage: a comparative study of librarians in university libraries in Nigeria and South Africa. *Library Hi Tech News,* 30**,** 10-20.

BOXEN, J. L. 2008. Library 2.0: a review of the literature. *The Reference Librarian,* 49**,** 21-34.

Chew, I., 2009. Librarians 2.0: sowing padi in (the) SEA. *Program*, *43*(3), pp.275-287.

Craig, E.M., 2007. Changing paradigms: managed learning environments and Web 2.0. *Campus-Wide Information Systems*, *24*(3), pp.152-161.

Farkas, M.G., 2007. *Social software in libraries: building collaboration, communication, and community online*. Information Today, Inc..

HANEEFA, M. 2007. Application of information and communication technologies in special libraries in Kerala (India). *Library Review,* 56**,** 603-620.

HARINARAYANA, N. & VASANTHA RAJU, N. 2010. Web 2.0 features in university library web sites. *The Electronic Library,* 28**,** 69-88.

HARNESK, J. 2010. Social media in libraries: European survey findings.

JAZAYERI, M. Some trends in web application development. Future of Software Engineering, 2007. FOSE'07, 2007. IEEE, 199-213.

KHAN, S. A. & BHATTI, R. 2012. Application of social media in marketing of library and information services: A case study from Pakistan. *Webology,* 9**,** 1-8.

KWANYA, T., STILWELL, C. & UNDERWOOD, P. The application of Web 2.0 tools by libraries in Kenya: a reality check. SCECSAL XXth Conference. Nairobi, Kenya: June, 2012.

MANSOR, Y. & IDRIS, S. R. A. 2010. Perceptions, awareness and acceptance of library 2.0 applications among librarians at the International Islamic University Malaysia. *Webology,* 7**,** a81.

QUTAB, S. & MAHMOOD, K. 2009. Library web sites in Pakistan: An analysis of content. *Program,* 43**,** 430-445.

RAMZAN, M. & SINGH, D. 2009. Status of information technology applications in Pakistani libraries. *The Electronic Library,* 27**,** 573-587.

Rogers, C.R., 2009, May. Social media, libraries, and Web 2.0: how American libraries are using new tools for public relations and to attract new users. In *German Library Association Annual Conference: Deutscher Bibliothekartag, Erfurt*.

SAEED, H., ASGHAR, M., ANWAR, M. & RAMZAN, M. 2000. Internet use in university libraries of Pakistan. *Online information review,* 24**,** 154-160.

SHAFIQUE, F., ANWAR, M. & BUSHRA, M. 2010. Exploitation of social media among university students: A case study. *Webology,* 7**,** 34-47.

SHAFIQUE, F. & MAHMOOD, K. 2008. Indicators of the emerging information society in Pakistan. *Information Development,* 24**,** 66-78.

SHAFIQUE, F. & MAHMOOD, K. 2009. Why the offline are offline: A survey of Internet use by educated Pakistani adults. *CyberPsychology & Behavior,* 12**,** 351-354.

SHAFIQUE, F. & RIEDLING, A. 2013. Survival avenues for Pakistani libraries in the era of emerging technologies: Adoption of Library 2.0 and Library 3-D. *The Electronic Library,* 31**,** 412-432

UR REHMAN, A. & SHAFIQUE, F. 2011. Use of Web 2.0 and its implications for libraries: perceptions of information professionals in Pakistan. *Library Philosophy and Practice (e-journal), Paper,* 623.

XU, C., OUYANG, F. & CHU, H. 2009. The academic library meets Web 2.0: applications and implications. *The Journal of Academic Librarianship,* 35**,** 324-331.