Building a virtual academic library with web 2.0 technologies in Tanzania

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Motivation, problem area



There is increasing use of

- Web 2.0
- Library 2.0

- Web 2.0 characterized by communication, information sharing, collaboration, interoperability & user-centered design

Library 2.0 enhances efficiency of library services through...

- Provision of demand-led services by focusing on users needs
- enhanced a pattern's search to make room for the majority of users
- User becomes a partner and a contributor to the work of the library
- Attempts to use the collective intelligence
- Integration of different software is usually required
- Use of web 2.0 applications is common
- Use of free and open source software is common

Research Objectives

Research shows that

- Few libraries have adopted only one technology
- Mainly adopted by the libraries in the developed countries
- Variations in actual deployment of web 2.0
  - infrastructure, user's needs, culture, political will, & willingness to change
- However, users are already using these technologies

Paper seeks to

- Explore web 2.0 in academic libraries across the world
- Experiences of library 2.0 from Muhimbili University of Health & Allied Sciences, Tanzania

Research approach, Methodology

Identification of user needs

- Curricula,
- circulation statistics
- use of electronic resources
- evaluation forms posted on library website

Deployment of user friendly tools

- social bookmark and tagging system,
- Blogs,
- wiki,
- social network,
- Instant Messaging (IM)
- RSS feeds

Librarians training

In-house training

Awareness creation

- Voluntary workshops to faculty and students
- Integrated information literacy (IL) into university curricula
- online tutorials on library website
- University group emails

Deployment of library 2.0 at MUHAS

- Began as a Medical School in 1963
- Full fledged university in 2007
- Serves over 2000 students
- 77 academic programmes

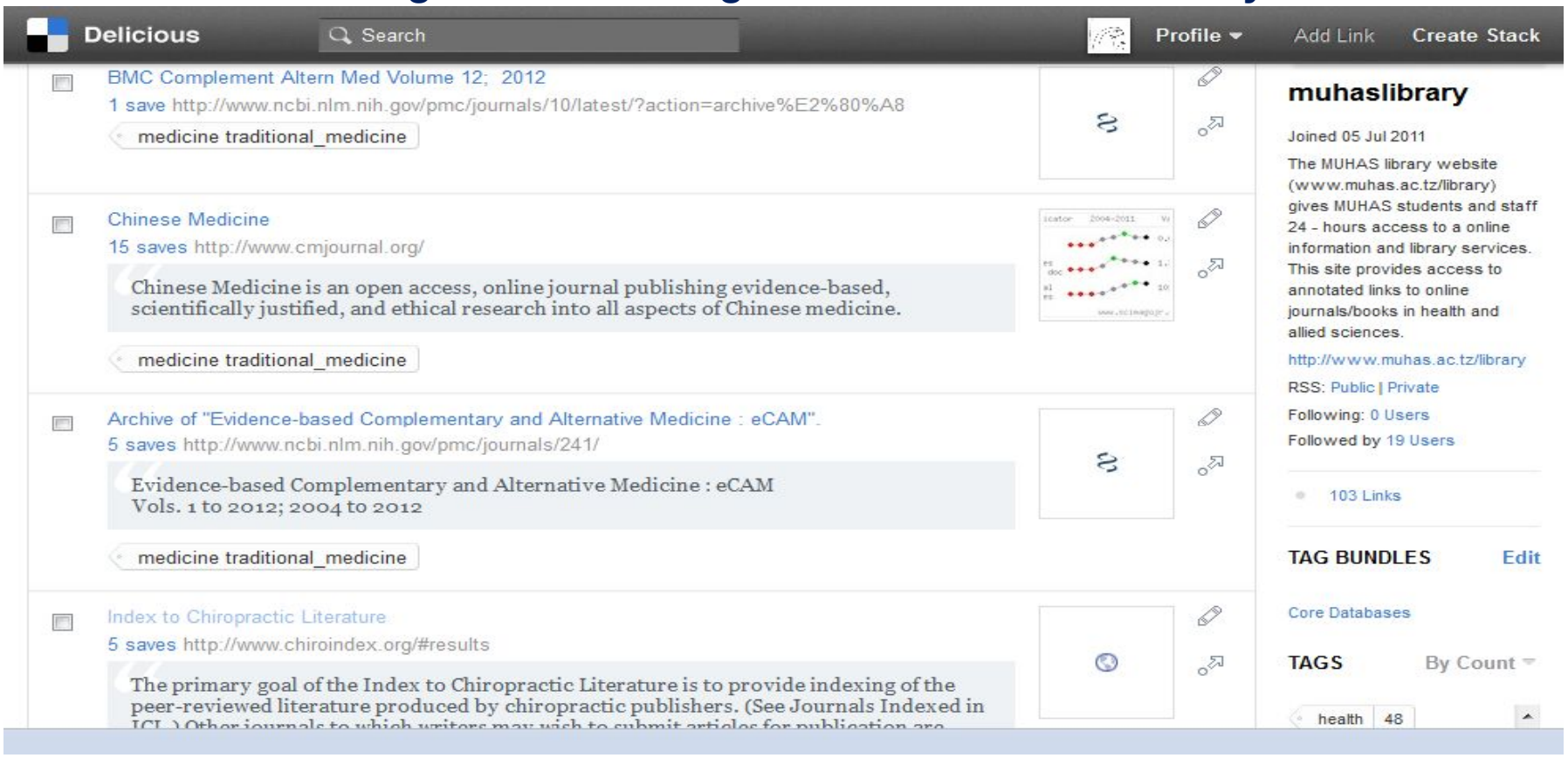
MUHAS

- Social bookmark and tagging system
- Blogs
- Wiki
- Social networks
- Instant Messaging (IM)
- RSS feeds

Building Web 2.0 application

Deployment of library 2.0 at MUHAS

DELICIOUS - To organize and categorize web-based scholarly literature



More than 100 annotated web links

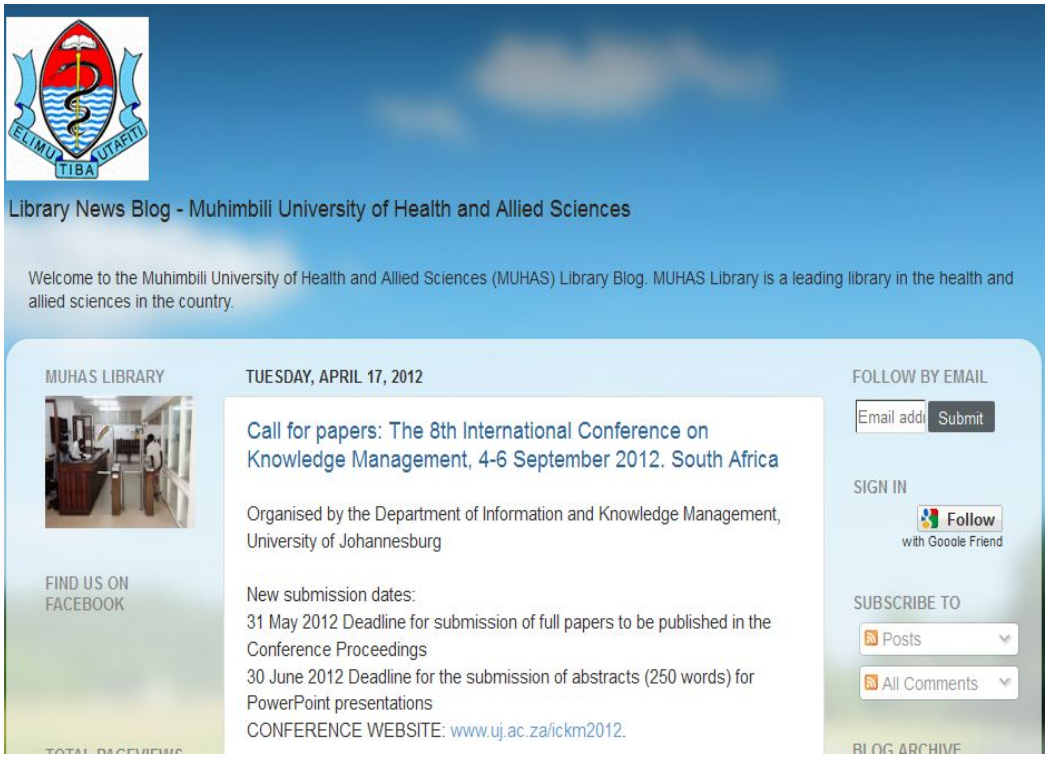
- Efficient access and retrieval of health scholarly literature at the University
- Support library users' needs by creating tags

Deployment of library 2.0 at MUHAS

Library News BLOG

To promote library services

- Training schedule
- New information resources at the library,
- Online tutorials on information search techniques,
- Conferences



Used Blogger + googledocs + google maps + delicious

- total page views of over **2143** - an average of **455** hits per month
- Low user participation
- Users encourage use of electronic resources
- Comment spam has not been a problem – use of openID

Library News Blog

MUHAS LIBRARY · Stats › Overview

2012 May 2 16:00 – 2012



Pageviews today	4
Pageviews yesterday	8
Pageviews last month	455
Pageviews all time history	2,173

Don't track your own pageviews

Posts

New subscribed journals in medicine, physical and ...
May 7, 2012 — 7 Pageviews

Call for papers: The 8th International Conference ...
Apr 17, 2012 — 3 Pageviews

Call for papers: 13th Congress of the Association...
Apr 2, 2012 — 3 Pageviews

SCECSAL XX CONFERENCE 2012
Jul 27, 2011 — 3 Pageviews

Digital Repositories Workshop - 12-15 JUNE, 2012 M...
Apr 10, 2012 — 2 Pageviews

LATINA COURSE IN AFRICA,JUNE 2012
Apr 12, 2012 — 2 Pageviews

Plan now to attend the MLA'13 Conference in Boston...
Apr 2, 2012 — 1 Pageview

New added links to open access journals - Hindawi
Mar 7, 2012 — 1 Pageview

Free journal articles from Lancet Collection
Nov 24, 2011 — 1 Pageview

Traffic Sources

More »

http://www.muhas.ac.tz/library/index.php/blog	18
http://www.muhas.ac.tz/library/	9
http://www.muchs.ac.tz/library/index.php/blog	5

Audience

More »

Pageviews by Countries

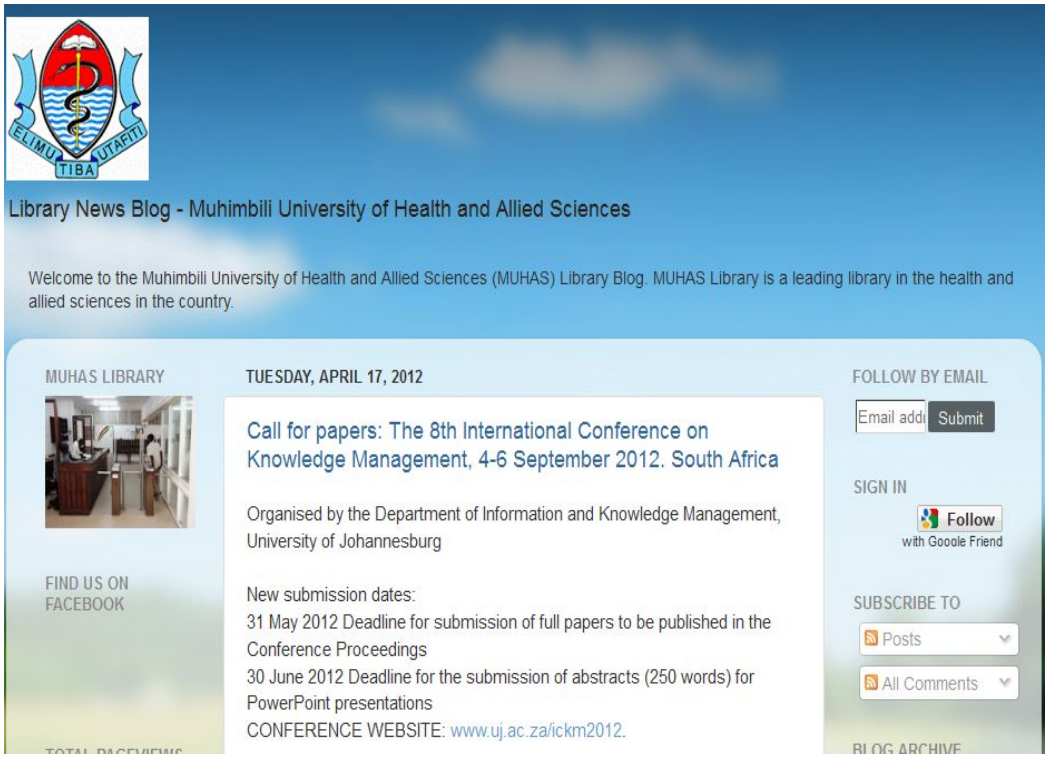


Tanzania	44
France	15
United States	9
Philippines	4
Germany	2
Indonesia	2
India	2
Kenya	2
Finland	1
United Kingdom	1

RSS FEEDS

To promote library services

- Training schedule
- New information resources at the library,
- Online tutorials on information search techniques,
- Links on e-resources
- Conferences



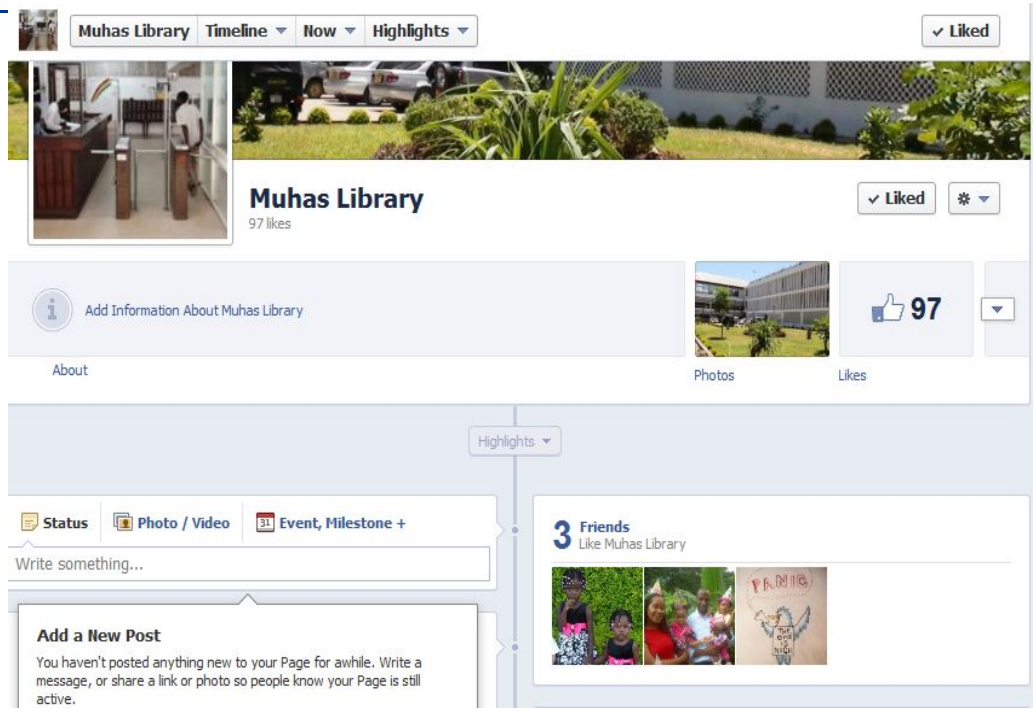
Integrated into library website, blog and facebook/ twitter page

- Improved provision of user-oriented services

Social networks - Facebook

To promote library events

- Workshops
- New information resources at the library,
- Online tutorials on information search techniques,
- Links on e-resources



Integrated into library facebook and twitter page

- Improved provision of user-oriented services
- Has accumulated **97 members**
- User leave important comments to encourage use of library services e.g

"I already use MUHAS CDROMS. They are really good especially to medical students".....

Social networks - Facebook

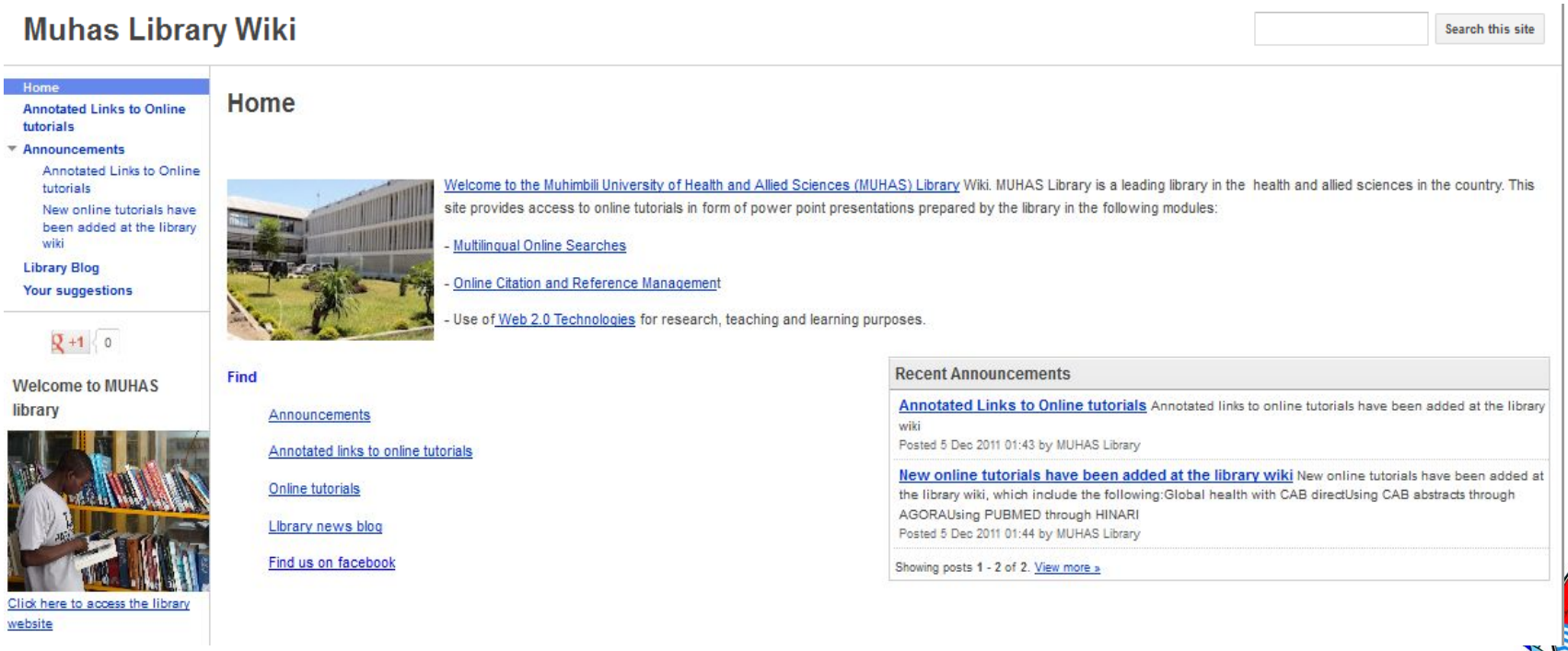


Deployment of library 2.0

WIKI

To support information literacy programmes

- Online tutorials on information search techniques,
- Links on e-resources
- Course content to undergraduate programme on Information and Learning technology

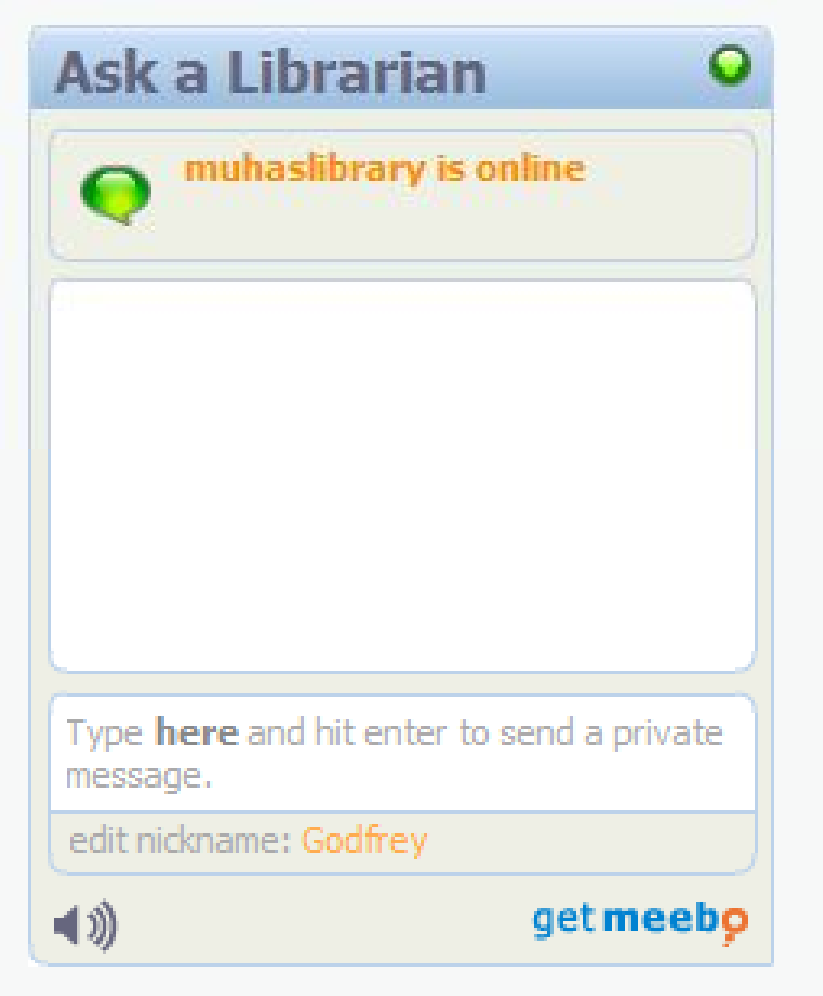


Live reference service

To handle reference queries

- We use Meebo – integrated into library website

- Increased more demands for library services
- Enabled the library to be effective in assisting users to find information



Deployment of library 2.0 at MUHAS

Information literacy

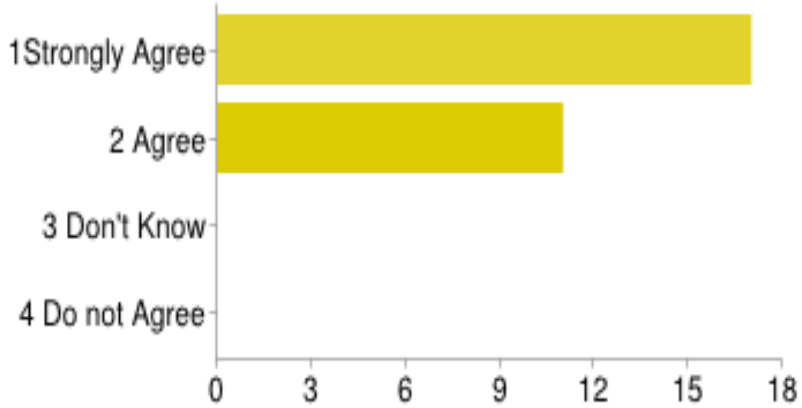
- Web 2.0 is integrated into the University curricula for first year students
- Web 2.0 is taught to continuing students through voluntary workshops
- Web 2.0 is taught to faculty as part of Continuing Education Professional Programme (CEPD)

In 2011, the library conducted 7 and 8 workshops to faculty and students where a total of 100 academic staff and 60 students were trained.....

Evaluation of information literacy workshop

35 scientists from 8 health universities and research institutions including MUHAS

- a response rate of 28 participants
- most participants (92.9%; 26) indicated that the objectives of the web 2.0 workshop were met



Strongly Agree	**17**	**61%**
Agree	**11**	**39%**
Don't Know	**0**	**0%**
Do not Agree	**0**	**0%**

- Participants felt that all sessions were useful because they improved their knowledge on
  - online searching;
  - preparation of teaching materials through wiki; and
  - to use social bookmarks to manage citations and references.

Challenges

Infrastructure	• Lack of computer • Inadequate bandwidth & electrical power
Awareness and internet skills	• Just integrated ICT component into the curricula • Conduct more CEPD programmes
Technical capacity	• Increase the number of technical expertise and librarians • provide adequate training
Security and ownership	• Staff manually monitor content
Dependent on external services	• A need for integration and consolidation of these systems

Lessons learnt

- Develop plans, policies and strategies before deploying web 2.0 tools
- Develop library 2.0 according to user needs – conduct regular studies
- Deploy user friendly tools, and where possible use the institutional web 2.0 services and servers
- Conduct training to librarians
- Create awareness of the existence of library 2.0 to users
- Share innovation and experiences by working together with users
- Evaluate and update library services

Way forward.....

For patrons to communicate with librarians more conveniently and efficiently……..

… the library must embrace the medium that users are already using, such as facebook



Some scholars are even thinking that it is the right time for a shift from **library 2.0** to **web/library 3.0**

.....

…….Are libraries ready for this transition?

The desire should not be to use the latest and coolest technology, but to use these web 2.0 to improve our services and meet users needs



Thank you for your attention!

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