Web 2.0 and Social Networking in the Library Community

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Introduction and Scope

The following bibliography covers the use of social networking sites and Web 2.0 in the library system. Most of the research that has been done is within academic libraries. The types of social networking that was covered in the articles are RSS feeds, blogs, wikis, Instagram, Facebook, Twitter, and YouTube. A few of the studies discuss not only the benefits of using the Web 2.0 applications but the complications and conflict that can arise by using them. The articles were published between the years 2006-2014. This is important because technology is constantly changing and these social networking platforms are always being updated with new features. The publications of these articles cover many libraries internationally. They are not focused in on one specific area.

Description

Social networking sites have increasingly become more popular with users of today’s communities. Applications such as Facebook, Twitter, Instagram, and YouTube allow the user to actively participate in what is being written and published. Users like to know that they are somehow participating in choices being made. Web 2.0 is a term that was first coined by Tim O’Reilly in a conference that was being held with MediaLive (Harinarayana, 2010). Web 2.0 involves the different platforms that allow user interaction such as blogs, wikis, photosharing, social media, and bookmarking pages. These sites have created an environment where librarians can reach their users in their homes, on their jobs, in their classrooms, or even on vacation. It is a way for the library to stay connected with the users outside of a confined building. The use of these sites does not, however, come without their own set of complications. The main conflict is that of user’s privacy rights. The other main concern is protecting minors from the dangers that come along with using social media (Griffey, 2010). The articles that have been listed below are great sources to see the positive and negative aspects of the Web 2.0 movement that is currently going on in the public library system.
Summary of Findings

Web 2.0 encompasses a lot of different types of social networks. Harinarayana describes it as, “Web 2.0 includes the second generation web based services such as collaborative publishing sites (Facebook, Bebo, MySpace and Friendster etc), wikis, blogs, social bookmarking sites (del.icio.us, furl, digg etc), and photo sharing sites (flickr, photobucket, etc.)” (2010). Social networking is only growing in size and intensity as the years go by. This has put libraries in the position to find a way to be actively involved in this new era. This does not come easy for libraries. It takes a lot research to find out how it needs to be done and what is going to make it the most effective. Using Web 2.0 applications also comes along with its own set of complications that libraries have to face.

Facebook is the most talked about and most researched social networking site in the past 5-7 years. Facebook has been studied by many researchers and librarians as a way of communicating and being actively involved with their users outside of the confines of a building. One of the biggest questions that has been brought up is what type of regulations should libraries place on Facebook. Charnigo is one of the researchers that have studied this, and she found, “Most individuals viewed the site as just another communication tool similar to instant messaging or cell phones, hi fact, while most librarians did not express much interest in Facebook, many were quite vocal about not regulating its use” (2007). At the time this article was written, Facebook was reserved for higher education students. It was required that you have an .edu email address to obtain an account with them. This has since changed. It is now open to the public and is the largest social media website with around 1 billion users as of 2012 (Canty, 2012). Facebook allows the libraries to post about upcoming events. It also allows the library staff to make connections within the business community as well as allowing donators to keep up to date with what is going on in the library.

Twitter is another platform that is being used heavily in the library system today. Canty writes, “Libraries use Twitter for various reasons: operational issues such as opening and closing times, or to showcase activities and new additions to collections and responding to questions and feedback” (2012). Twitter allows the librarians to be
more personable with the users. It is meant to be a friendlier and less formal environment. Companies such as Disney have really exemplified what it means to use Twitter to reach its users. Twitter allows the users to get immediate updates from the library when a new post is made.

The Web 2.0 is not without its complications. One of the biggest concerns that has arisen is the need to maintain privacy of the users information. Facebook and Instagram are two of the best when it comes to security. “Students are able to set high privacy levels if they choose, or they can allow anyone to view their profiles without limit.” (Graham et. al., 2009). This makes these two sites more appealing to the library community. Librarians are cautioned when using social networking because of the infringement on the privacy of the users. It is surprising to see the amount of users who are willing to accept friend request (the type of relationship on Facebook) from others, especially the library, considering that it grants them all of the personal information that they have available on Facebook (Connell, 2009). One of the other large concerns is the protection of minors on social networking. This opens a lot of doors that need to be carefully monitored such as bullying, child predators, and other things. Griffey states, “The same sorts of peer pressure, bullying, abuse, and other social minefields that were once confined to school hours are now extendable outside of them and onto social networks.” This has resorted in a lot of schools and libraries applying filters on computers that are being used by children so that they do not have access to these websites.

When studying through the different articles on Web 2.0 and social media, it is evident that libraries have to be involved in social media to remain relevant in a world that is being overtaken by technology. Chua described it best, “Second, our results show that while the underlying function of all Web 2.0 applications points towards supporting users’ interests and enhancing their experience with library services, the manner in which individual applications can be used is limited by the imaginations of librarians and decision makers” (2010). It is obvious that social networking is not going anywhere. It is only going to get larger and more in depth. It is the library’s job to make sure that they are staying on top of this trend and finding a way to make it work in their advantage without compromising the rights and needs of the users.
Bibliography

Entry 1:


Abstract: “Libraries have a societal purpose and this role has become increasingly important as new technologies enable organizations to support, enable and enhance the participation of users in assuming an active role in the creation and communication of information. Folksonomies, a Web 2.0 technology, represent such an example. Folksonomies result from individuals freely tagging resources available to them on a computer network. In a library environment folksonomies have the potential of overcoming certain limitations of traditional classification systems such as the Library of Congress Subject Headings (LCSH). Typical limitations of this type of classification systems include, for example, the rigidity of the underlying taxonomical structures and the difficulty of introducing change in the categories. Folksonomies represent a supporting technology to existing classification systems helping to describe library resources more flexibly, dynamically and openly. As a review of the current literature shows, the adoption of folksonomies in libraries is novel and limited research has been carried out in the area. This paper presents research into the adoption of folksonomies for a University library. A Web 2.0 system was developed, based on the requirements collected from library stakeholders, and integrated with the existing library computer system. An evaluation of the work was carried out in the form of a survey in order to understand the possible reactions of users to folksonomies as well as the effects on their behavior. The broad conclusion of this work is that folksonomies seem to have a beneficial effect on users’ involvement as active library participants as well as encourage users to browse the catalogue in more depth.”

Annotation: The article discusses the use of folksonomies in the library system. User tagging is something that has become increasingly popular in social media.
Folksonomies could make a difference in how users interact with the library system as shown within this article.

Search Strategy: This article was discovered while searching for a previous article during footnote chasing. It was discovered after using Drexel’s library search while typing in the title of another article.

Database: N/A

Method of Searching: Keyword Search

Search String: I searched for the title of the article Adoption of library 2.0 functionalities by academic libraries and users: A knowledge management perspective, and this article presented itself in the search.

Scholarly/Refereed: The website for International Journal of Information Management states that it is an international peer-reviewed journal. It was found on Drexel by using the refined peer-reviewed option. It was also checked under Ulrich’s list and confirmed.

Entry 2:


Abstract: “This article considers how some major libraries across the world are using social media platforms. Libraries have engaged with the ‘household brands’ familiar to us all regardless of geographic location or language although the use of the platforms varies widely. Although there are no surprises in how the platforms are used and what content is made available by each library, the overall impression is of patchy use of the
platforms, with some libraries fully embracing all platforms while others concentrate on fewer. A key message is that use of high quality images for websites seems to succeed in engaging with people. The article is based around social media data collected from library accounts on Facebook, Twitter, YouTube and blogs between July and August 2012, extended for three months for YouTube due to the lack of regularly submitted content. After a discussion about the role of social media in libraries, the data is analysed for each platform."

**Annotation:** The purpose of the article is to discuss the different types of social media used by libraries. It was discovered that users respond better to high quality images, something that social media is now becoming widely known for. The most difficult platform for libraries appears to be YouTube.

**Search Strategy:** I continued on with my search within the LISA database. I tried a few different search strings and discovered that S3 was the best outcome.

**Database:** LISA

**Method of Searching:** Controlled Vocabulary

**Search String:**

S1 "social networ?" AND "public librar?"
S2 "social networ?" AND "librar?"
S3"social networ?" AND libraries

**Scholarly/Refereed:** *Alexandria* was discovered using the peer-reviewed refinement on LISA. Ulrich also lists it as a refereed journal.

**Entry 3:**

**Abstract:** “Purpose - The purpose of this paper is to examine the effectiveness of using online advertising on the social networking site Facebook in encouraging university students to connect with their library's Facebook page. Design/methodology/approach - A two-month paid Facebook advertising campaign was conducted. Using the tools provided by Facebook Adverts, the campaign was targeted only at current students at the university who were not already connected with the library's Facebook page. At the conclusion of the campaign, the statistics recorded by Facebook Adverts were used to assess how effective the advertisement had been in attracting new connections. Findings - The campaign statistics showed that the advertisement was shown frequently to the targeted user group, and that the click through rate for the advertisement was high. Furthermore, the advertisement accounted for over half of the new connections made to the library's Facebook page during the campaign period. Research limitations/implications - As the findings are based on the results of one campaign at a single institution, they cannot be used to make generalizations. However, the results may prompt further inquiry into the use of social network advertising in marketing academic libraries. Originality/value - While previous studies have examined using Facebook as a free tool for marketing libraries, this paper explores the potentials of paid advertising on social networks. Given the finding that such advertising can have a significant positive impact for a relatively small financial outlay, practitioners could consider this as another means to build their own library’s brand in a cost-effective manner.”

**Annotation:** The article discusses the use of paid advertising on Facebook to generate more traffic to the university’s Facebook page. The advertisement proved to be efficient at increasing the amount of traffic to the page, but this is article is merely based off of one university. Further research would need to be conducted to see how effective it is over multiple university pages.
Search Strategy: I continued on with my search within the LISA database. I tried a few different search strings and discovered that S3 was the best outcome.

Database: LISA

Method of Searching: Controlled Vocabulary

Search String: S1 "social networ?" AND "public librar?"
S2 "social networ?" AND "librar?"
S3"social networ?" AND libraries

Scholarly/Refereed: LISA has Library Management listed as a peer-reviewed journal. I consulted with Ulrich’s list and confirmed that it is indeed refereed.

Entry 4:


Abstract: “While the burgeoning trend in online social networks has gained much attention from the media, few studies in library science have yet to address the topic in depth. This article reports on a survey of 126 academic librarians concerning their perspectives toward Facebook.com, an online network for students. Findings suggest that librarians are overwhelmingly aware of the "Facebook phenomenon." Those who are most enthusiastic about the potential of online social networking suggested ideas for using Facebook to promote library services and events. Few individuals reported problems or distractions as a result of patrons accessing Facebook in the library. When problems have arisen, strict regulation of access to the site seems unfavorable. While
some librarians were excited about the possibilities of Facebook, the majority surveyed appeared to consider Facebook outside the purview of professional librarianship.”

**Annotation:** This article was written back in 2007 when Facebook was just becoming a large community and was only for students of higher education, but the article still has some information that is relevant for today. A survey was done of 126 academic libraries in regards to their knowledge and understanding of Facebook and the outcome that it could have if used in the libraries on academic campuses.

**Search Strategy:** This article was discovered by searching the references of a previous article about Facebook. I felt that the article provided useful information and was interested in what references they consulted. The article was found by going to Drexel’s library and searching by title. It was located on ProQuest.

**Database:** N/A

**Method of Searching:** Footnote Chasing


**Scholarly/Refereed:** *Information Technology and Libraries* is listed as a scholarly journal on ProQuest. It is also listed as refereed on Ulrich’s list.

**Entry 5:**
Abstract: “Web 2.0 represents an emerging suite of applications that hold immense potential in enriching communication, enabling collaboration and fostering innovation. However, little work has been done hitherto to research Web 2.0 applications in library websites. This paper addresses the following three research questions: (a) To what extent are Web 2.0 applications prevalent in libraries?; (b) In what ways have Web 2.0 applications been used in libraries?; and (c) Does the presence of Web 2.0 applications enhance the quality of library websites? Divided equally between public and academic, 120 libraries' websites from North America, Europe and Asia were sampled and analyzed using a three-step content analysis method. The findings suggest that the order of popularity of Web 2.0 applications implemented in libraries is: blogs, RSS, instant messaging, social networking services, wikis, and social tagging applications. Also, libraries have recognized how different Web 2.0 applications can be used complementarily to increase the level of user engagement. Finally, the presence of Web 2.0 applications was found to be associated with the overall quality, and in particular, service quality of library websites. This paper concludes by highlighting implications for both librarians and scholars interested to delve deeper into the implementation of Web 2.0 applications.”

Annotation: The study done in this article looks at how Web 2.0 is utilized in libraries in North America, Asia, and Europe. It is shown in the study that the United States significantly use more Web 2.0 applications than the other two. Libraries are now expected to become part of the social media world and be active in it to continue to bring in users.

Search Strategy: I chose to first search Web of Science based on the fact that they provide many articles from a large list of places. This article was first found during my initial search using keyword search.
**Database:** Web of Science  
**Method of Searching:** Keyword Search  
**Search String:** TOPIC: ("social networ\*") AND TOPIC: (librar\*)  

**Scholarly/Refereed Status:**  
I checked with the *Library and Information Science Research* website to review the status. It stated that it is in fact a refereed journal. I also checked Ulrich’s list to confirm the information.

**Entry 6:**  

**Abstract:** “This study surveyed 366 Valparaiso University freshmen to discover their feelings about librarians using Facebook and MySpace as outreach tools. The vast majority of respondents had online social network profiles. Most indicated that they would be accepting of library contact through those Web sites, but a sizable minority reacted negatively to the concept. Because of the potential to infringe on students’ sense of personal privacy, it is recommended that librarians proceed with caution when implementing online social network profiles”

**Annotation:** The article focuses on using Facebook and MySpace to interact with students. Connell took the time to consult with students and understand where they stood with being involved in social media with the libraries. Most students felt this would be a positive thing as long as they had control over the online relationship.

**Search Strategy:** At this point I felt like I was able to do a controlled vocabulary search. I went on to LISA
and searched there with a few different subjects to find the best one.

**Database:**
LISA

**Method of Searching:**
Controlled Vocabulary

**Search String:**
S1 "social networ?" AND "public librar?"
S2 "social networ?" AND "librar?"
S3"social networ?" AND libraries

**Scholarly/Refereed Status:**
LISA indicated that this journal is a peer-reviewed journal. Ulrich’s list confirmed that it is indeed a refereed journal.

**Entry 7:**

**Abstract:** “Purpose - Facebook has become one of the fastest growing social networking sites on the Internet. Due to its increasing popularity, using Facebook presents a prime opportunity to engage with students in the virtual environment. The purpose of this paper is to present an overview of the experimental group librarians at Kimbel Library created to try and connect with students. Design/methodology/approach - This paper begins with a brief overview of social networking as well a basic literature review. Although most of the paper focuses on Kimbel Library's experiences with Facebook, a brief survey of 100 academic librarians is also included. The main purpose of conducting the survey was to determine how and if other libraries were using Facebook to connect with their students. Findings - After evaluating the survey it was a
surprise to find out that most of Kimbel Library's experiences were consistent with other academic libraries. Although use of Facebook began for the express purpose of engaging with students, it was a surprise how well using this technology allowed professional relationships to develop as well. Results from the survey, as well as suggestions for integrating and improving the usage of Facebook, are also discussed. Originality/value - The value of social networking technology in higher education is still being determined. However, it is evident from the experiences presented that these technologies are here to stay. This paper attempts to address gaps in the current literature about the use of Facebook in academic libraries."

**Annotation:** This article focused on the use of Facebook at Kimbel's library, but also did a brief survey of 100 academic libraries as well. The findings of the research was that Facebook was good at creating a connection with the users and also for creating and developing professional relationships with other people in the same field.

**Search Strategy:** This article was discovered by searching the references of a previous article about Facebook. I felt that the article provided useful information and was interested in what references they consulted. The article was found by going to Drexel's library and searching by title. It was located on ProQuest.

**Database:** N/A

**Method of Searching:** Footnote Chasing

Scholarly/Refereed: The Library Management website states that it is a peer-reviewed journal. Ulrich’s list backed this information up.

Entry 8:


Abstract: “Much has been written in the last few years about the rise of online social networks and the assumption that this rise results in a decline in privacy. At the same time, libraries and librarians have deeply held beliefs about patron privacy, and they attempt to forestall access to the information habits of their patrons. These two conflicting stances--assisting in access to networks that potentially damage privacy while desiring to protect information about their patrons--will be the focus of this chapter of Privacy and Freedom of Information in 21st-Century Libraries.”

Annotation: The article discusses the conflict between sites such as Facebook and the privacy of the patrons at the library. There are a few conflicts such as keeping users personal information private and protecting minors from the dangers that come along with social media. The article also discusses the use of social media by the library.

Search Strategy: This article was discovered while searching for a previous article during footnote chasing. It was discovered after using Drexel’s library search while typing in the title of another article.

Database: N/A

Method of Searching: Keyword Search
Search String: I searched for the title of the article *Adoption of library 2.0 functionalities by academic libraries and users: A knowledge management perspective*, and this article presented itself in the search.

Scholarly/Refereed: This article was located on Drexel using the peer-reviewed refinement. It was also checked on Ulrich’s list to confirm that it is a refereed journal.

Entry 9:


Abstract: “Purpose

– The purpose of this paper is to explore recent trends in the application of Web 2.0 and Library 2.0 features as exemplified through university library web sites around the world.

Design/methodology/approach

– The top 100 universities from the ranked list of 200 provided on the *Times Higher Education* web site were considered for collection of data and from this list a selection was made of 57 of these universities. This selection was based on whether the site was in English and whether it had at least one Web 2.0 feature. For each of these universities their web sites were visited and data on their Web 2.0 features (such as Blogs, RSS, Instant Messaging, Wikis and the like) were collected and analyzed.

Findings

– Results reveal that 37 university libraries use RSS feeds for dissemination of library news, events and announcements and 15 university libraries provide blog space for users. Whereas wiki is the least applied Web 2.0 technology, with only one university using it, Instant Messaging is another most widely applied feature with 37 libraries already providing reference service through it. Podcast (used in three libraries) and
Vidcast (used in six libraries) are yet to become popular facilities to be offered in university library web sites.

**Research limitations/implications**

– The study is based on the university ranking for 2007, as the World Top 200 Universities 2008 was not published until October 2008 when this article was being finalized. However, this does not affect the outcome of the Web 2.0 features being utilized by the universities.

**Originality/value**

– Most of the earlier studies on the subject deal with Web 2.0 tools and how they could be used in the library context. The present paper, however, provides concrete evidence of the application of Web 2.0 in university libraries. As such it should prove of interest to all types of libraries, even though its context is university libraries.”

**Annotation:** The research done in this article explores the websites of the top 100 universities in the world. It is discovered that in 2010 the most used Web 2.0 application was the RSS feed. The article goes through each type of social networking website one at a time and explains briefly how they are used in the library system.

Search Strategy: I read through a previous article and felt that it had a lot of information to offer. I wanted to see what types of resources they consulted so I scanned through the references of the article and located this one. I then went to Drexel’s library and searched by title.

**Database:** N/A

**Method of Searching:** Footnote Chasing

**Search String:** Referenced in:

**Scholarly/Refereed:** I viewed the title of the journal *The Electronic Library* in Ulrich’s list and discovered that it is in fact a refereed journal.

**Entry 10:**


**Abstract:** “This study investigates the adoption of Library 2.0 functionalities by academic libraries and users through a knowledge management perspective. Based on randomly selected 230 academic library Web sites and 184 users, the authors found RSS and blogs are widely adopted by academic libraries while users widely utilized the bookmark function.”

**Annotation:** The purpose of this study is to look at the difference in Web 2.0 based on how the libraries use it and how the users use it. It is found in the study that the way that libraries use Web 2.0 is not the most effective way to reach the users.

**Search Strategy:** This article was discovered by searching the references of a previous article about Facebook. I felt that the article provided useful information and was interested in what references they consulted. The article was found by going to Drexel's library and searching by title.

**Abstract:** “This article examines current academic library Web site practices and recommends a conceptual model for future academic library Web site design. The author investigated 111 ARL member library Web sites and has summarized current site content, design patterns, and innovative features. The author discusses the Web 2.0 principles as defined by Tim O’Reilly and reviews the current literature on Web 2.0 implications for library Web services. The author proposes making the academic library Web site a virtual place and recommends a conceptual model to inform future academic library Web site design based on the investigation and the discussion. Future academic library Web sites might feature any of the following: 1) user focus, 2) personalization, 3) user engagement, 4) online communities, and 5) remixability. Reprinted by permission of the publisher.”

**Annotation:** This article discusses the changes that need to be made in the future when it comes to library websites. Many library websites are stale and do not cause the
user to be interactive. The article discusses the fact that websites need to be up to speed with Web 2.0 so that it engages its users.

Search Strategy: I read through a previous article and felt that it had a lot of information to offer. I wanted to see what types of resources they consulted so I scanned through the references of the article and located this one. I then went to Drexel’s library and searched by title.

Database: N/A

Method of Searching: Footnote Chasing

Search String: Referenced in:


Scholarly/Refereed: The website for College and Research Libraries states that it is a scholarly journal. Ulrich’s list also claims that it is refereed.

Entry 12:


Abstract: “This article posits a definition and theory for "Library 2.0". It suggests that recent thinking describing the changing Web as "Web 2.0" will have substantial implications for libraries, and recognizes that while these implications keep very close to the history and mission of libraries, they still necessitate a new paradigm for
librarianship. The paper applies the theory and definition to the practice of librarianship, specifically addressing how Web 2.0 technologies such as synchronous messaging and streaming media, blogs, wikis, social networks, tagging, RSS feeds, and mashups might intimate changes in how libraries provide access to their collections and user support for that access."

**Annotations:** Maness discusses the meaning and definition of Web2.0 and Library 2.0. Library 2.0 is meant to be user centered. The article goes into detail how utilizing Web 2.0 can change the library system and result in a more interactive, user friendly environment.

**Search Strategy:** I continued on with my search within the LISA database. I tried a few different search strings and discovered that S3 was the best outcome.

**Database:** LISA

**Method of Searching:** Controlled Vocabulary

**Search String:**
- S1 "social networ?" AND "public librar?"
- S2 "social networ?" AND "librar?"
- S3 "social networ?" AND libraries

**Scholarly/Refereed:** I researched the website Webology, and it states that it is a peer-reviewed journal done in English. Ulrich’s list backs up this claim.

**Entry 13:**

Abstract: “Visits to 81 academic library websites in the New York State reveal that 42% of them adopted one or more Web 2.0 tools such as blogs while implementation of those tools in individual libraries varies greatly. We also propose a conceptual model of Academic Library 2.0 in this report.”

Annotation: This article looks at 81 academic libraries and how they use the Web 2.0 applications. Only around half of them actively participate with IM at the time being the most widely used. The article discusses the use of what is called Academic Library 2.0.

Search Strategy: This article was discovered by searching the references of a previous article about Facebook. I felt that the article provided useful information and was interested in what references they consulted. The article was found by going to Drexel’s library and searching by title.

Database: N/A

Method of Searching: Footnote Chasing


Scholarly/Refereed: The Journal of Academic Librarianship’s website states that it is a scholarly journal. I also checked Ulrich’s list and confirmed it with their database.

Entry 14:

**Abstract:** “Despite the widespread use of social media by students and their increased use in higher education, very little empirical evidence is available concerning the prevalence of use among academic librarians. The objectives of this study are: a) to identify the prevalence of social media used in Malaysian academic libraries; b) to examine the reasons for creating a social media presence among academic libraries; and c) to understand the obstacles to social media participation among academic librarians. Data were gathered via three focus study groups with 22 librarians from three research-intensive universities in Kuala Lumpur, Malaysia. The results indicated that at least four types of social media are deployed in libraries to reach out to the users: blogs, multimedia sharing sites, social bookmarking and social networking sites (SNS). Facebook, Blog, Delicious, YouTube and Twitter are the tools mainly adopted by these libraries. The motives for librarians to use social media were to promote library services, manage organizational knowledge and receiving instant feedback from users. Workflow obstacles, technology obstacles, organizational obstacles and personal obstacles deter librarians from participating in social media. This study provides experiential evidence that Malaysian academic librarians are not very serious in engaging themselves with social media. Library managements need to provide support to mobilize librarians into a more active and participatory role in creating social media presence.”

**Annotation:** This article focuses on research done about social media in Malaysian libraries. The article contains information about why and how social media is being used by the users in today’s libraries. The research shows that librarians believe that social media is a valuable and necessary asset in the libraries today, but that they do have some challenges based on workflow, personal obstacles, and technology obstacles.
Search Strategy: I chose to first search Web of Science based on the fact that they provide many articles from a large list of places. This article was first found during my initial search using keyword search.

Database: Web of Science

Method of Searching: Keyword Search

Search String: TOPIC: ("social networ**") AND TOPIC: (librar*)

Scholarly/Refereed Status: After locating the article through Web of Science, it was discovered that the article was published in Information Development. The website for the journal states that it is peer-reviewed. I also consulted with Ulrich’s list, and it was listed as refereed there.
Conclusion and Personal Statement

At the beginning of this assignment, I was terrified. I felt that there was no way that I was going to be able to complete this assignment. After weeks of working in all the different databases, I became more comfortable with my abilities to navigate them. Not only did I complete the assignment, I was able to learn a lot more about a subject that I thought I knew well.

Social networking has become a part of everyone’s daily life. Most of us when we wake in the morning read Facebook while we brush our teeth just as people used to read the newspaper at breakfast. Twitter has no become a way to spread emergency broadcasts when needed. It was only natural that the library community had to become a part of this to stay relevant. We hear too often now, “How are libraries going to survive in a technologically driven world?” Well social media is definitely that stepping stone. It allows librarians to engage their users without being confined to a desk or a building. You can now IM your reference question while sitting at home in your pajamas and eating a bowl of ice cream.

Having the experience of really learning to navigate these databases and learn what an annotated bibliography is, will forever guide me in the direction that I need to further my career. I will now have the confidence and the knowledge to go forth though out the rest of my degree and really know that I am finding the best information possible for my users.