DIFFERENCES BETWEEN WEB 2.0 TOOLS IN THE CATALOGS OF NATIONAL AND PUBLIC LIBRARIES

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Abstract: *This paper analyzes the way in which libraries are using Web 2.0 tools within catalogs and for what purpose. Traditional functions of library catalogs are changing by supplementing the predominate search/find function with features that enable communication among users. By using Web 2.0 elements the catalog becomes a place of interaction that allows users to submit their own content. The paper introduction of new elements in library catalog enables the sustainability of the system and library as a whole.*

The main question that guide our research are: Do public libraries use Web 2.0 tools more than national libraries? Are there differences in the kind of tools with regard to the type of library? What is the basic purpose of the tools used in library catalog? Paper explores the connection between the guidelines for national and public libraries with regard to the use of Web 2.0 tools in their catalogs. The study includes data from 28 countries of European Union, one national library in each country and one public library. Hypothesis is that public libraries use more Web 2.0 tools than the national libraries. It stems from the fact that there is a necessity of the public libraries for greater user flexibility than is the case with the national libraries.

Keywords: Library 2.0, national library, public library, catalog 2.0, web 2.0

Introduction

Over the last few years communication in libraries is changing with the development of the Internet. Libraries are seeking their place in this new „virtual society". They accept the changes that surround them and apply them in order to improve the interaction with their users. In new virtual environment catalogs are becoming place of communication between the users.

The development of Web 2.0 tools has enabled the interaction between users and libraries; enriching the visitors' experience and engaging them in the process of creation and adaptation of contents. The term Web 2.0 was first used by Tim O 'Reilly to describe new web technologies that allow the user to create, personalize and share information in ways that previously were not possible. Users themselves change contents, upgrade them and manage them. Web 2.0 puts users in the center of its activities (O'Reilly, 2005). The background of the discussion on integrating Web 2.0 tools in libraries can be seen in the context of the availability of new means to be present where the people are and to act how people have started to act in the work and everyday life (Farkas, 2007).

A new term – Library 2.0 is developed by applying technology, and its function is primarily based on the idea of including all users in the creation, adaptation and sharing of content through library web sites. The introduction of new elements in the library catalog enables the sustainability of the system and library as a whole. The use of Web 2.0 tools results in content storing, communication, education and receiving information.

The aim of the paper is to contribute to research data about the "Library 2.0 paradigm"; the authors will analyse the ways in which libraries use Web 2.0 tools in their catalogs, and to

what purpose. Specifically, they will try to determine whether different types of libraries equally implement the „Library 2.0" concept, and whether there are significant quantitative as well as qualitative differences in integrating Web 2.0 tools in national and public libraries. The main structure of the research paper comprises two parts: the results of the research and the descriptive analysis of particular tools, or rather, the context of usage with regard to national and public libraries. The conclusion provides the overall findings about the results and context of the usage of Web 2.0 tools. It also presents a short overview of this paper.

Literature review

The authors Anttiroiko & Savolainen (2011) have analysed the integration of Web 2.0 tools in public libraries' websites. They have explained ways of sharing content through communication, social networking, and crowdsourcing. Also, they gave examples on how libraries have implement those tools and to what purpose. The paper presents ideas on how libraries should use new technologies in order to be more conected with their users.

The usage of Web 2.0 tools in national libraries was surveyed by Garacia, & Chornet (2012) Their aim was to measure the impact of Web 2.0 on national library web sites. They reported that out of 105 national libraries, only 27 could be considered as Library 2.0..

Chua & Goh (2010) have studied Web 2.0 applications in library websites. They have done research on 120 public and academic libraries in order to find out which Web 2.0 tools are the most widely used. The authors also found out that the presence of Web 2.0 applications is associated with quality of websites.

Objectives and hypotheses

Former research on library Web 2.0 tools are generally explaining the meaning of Web 2.0 tools and not analyzing the differences between the different types of libraries. They focus on the purpose of tools and the analysis of users' interaction with them. There is no research which analyses the types of Web 2.0 tools with respect to different types of libraries. Such research is necessary in order to note the differences in the application of Web 2.0 technology between catalogs of various types of libraries.

Main questions that guide our study are: Do public libraries use Web 2.0 tools more than the national libraries? Are there differences in the kind of tools that these libraries use in their catalogs with regard to the type of library? What is the basic purpose of the tools in the environment of library catalog? With regard to the objectives and inquiries, the paper presents the following hypotheses:

H1: Public libraries use more Web 2.0 tools in catalog than national libraries.

H2: There is a difference of Web 2.0 tools in catalog from one type of library to another.

Methodology

The sample includes a total of 56 catalogs of national and public libraries. The data on the usage of Web 2.0 tools were obtained from library web pages in the period from 25/11/2013 to 1/12/2013. The basic method of data analysis is the method of counting individual Web 2.0 tools in library catalog. The data were recorded in Microsoft Excel, and the statistical analysis of the data was performed in SPSS 17 program. The statistical procedure used in this research was the chi-square test.

Results

In total, the research involved 56 libraries from countries of European Union, twenty eight of them were national libraries (50%) and twenty eight of them were public libraries (50%). The research was conducted by analyzing the contents of the libraries' online catalogs. The data is shown in column chart, blue color represents national libraries and red represents public libraries. The chart shows six Web 2.0 tools and their quantity in twenty eight public and twenty eight national libraries.

First column represents possibility of creating online lists in national and public libraries. Most libraries have this option in their catalogs, sixteen in total. Eleven of them are public libraries and five of them are national libraries.

From column tagging in catalog, we can conclude that two national libraries and six public libraries have this option.

Third column recommendations considering interests between catalogs of public and national libraries. Tree public libraries enable the recommendations considering interests in their catalog. Those are the London Public Library, The Zagreb City Libraries, and Warsaw Community Public Library. None of national libraries has this possibility.

Table I. Quantity of Web 2.0 tools in library catalog
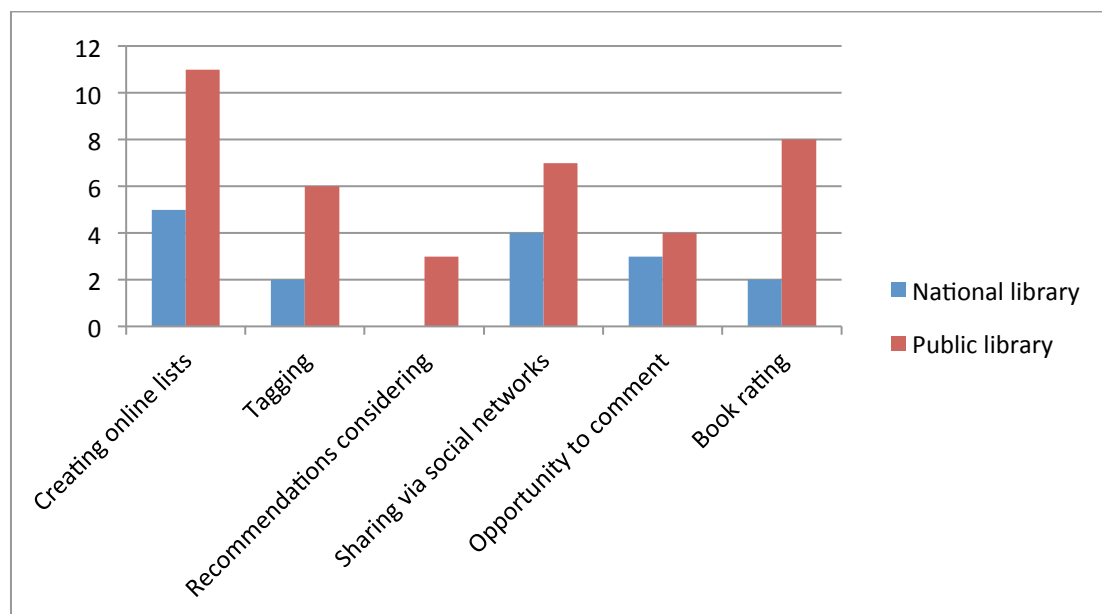
Column IV demonstrates that seven public libraries enable sharing via social network. Four national libraries have this option in their catalog.

Column V represents opportunity to comment which is almost equal in both libraries. Four public libraries and tree national libraries have this option.

From column VI (book rating) we can see that eight public libraries have the book rating option in their catalog. In the case of national libraries two of them have it National library of Finland and National library of France. In total, 10 public libraries have this option.

Results from all tables show that there is no statistically significant difference between public and national libraries in amount of Web 2.0 tools in catalogs. However, from the table it is

clear that more public libraries have Web 2.0 tools in catalogs with regard to national libraries.

Discussion
The aim of the research was to detect the differences in the usage of Web 2.0 tools between national and public libraries, with respect to the quantity and purpose of those tools.

It is important to note that in IFLA public library guideliness, public library is described as a place more oriented to users and society. Definition says that public library provides access to knowledge, information, lifelong learning, and works of the imagination through a range of resources and services and is equally available to all members of the community regardless of race, nationality, age, gender, religion, language, disability, economic and employment status and educational attainment. Also states that public library has an important role in the development and maintenance of a democratic society by giving the individual access to a wide and varied range of knowledge, ideas and opinions (Koontz; Gubbin, 2010).

National libraries unlike public libraries have special responsibilities, often defined in law, within a nation's library and information system. These responsibilities vary from country to country but are likely to include: the collection via legal deposit of the national imprint and its cataloguing and preservation; the provision of central services (e.g., reference, bibliography, preservation, lending) to users both directly and through other library and information centres; the preservation and promotion of the national cultural heritage; acquisition of at least a representative collection of foreign publications; the promotion of national cultural policy; and leadership in national literacy campaigns (IFLA national libraries, 2013).

Library guidelines itself was the reason of hypothesis and making research on this subject. Based on table I it is possible to conclude that the hypothesis 1: Public libraries use more Web 2.0 tools in catalog than national libraries is confirmed. Regarding individual tools, all tables show that public libraries use more Web 2.0 tools in catalogs than national libraries.

Hypothesis 2: There is a difference of Web 2.0 tools in catalog from one type of library to another, is not confirmed. It stems from the fact that there is only one table (recommendations considering interests) from which we can see that there is no national library with this tool in catalog. The research showed that national and public libraries' Web 2.0 tools differ in the fact that national libraries don't have opportunity of recommendations in their catalogs. The other tools that libraries use are the same.

Conclusion
The paper presents the results of a study that was conducted in order to help understand the shares of individual Web 2.0 tools in different types of library. After consulting works on the topic and setting the aims of the research, a hypothesis was established, whose validity is proven by means of statistical analysis of previously collected data. On the basis of the data, the following conclusions were made: public libraries use more Web 2.0 tools in catalogs than national libraries. Also, there was no significant difference of using certain Web 2.0 tools in catalogs between national and public libraries.

Statistical data clearly shows that libraries need to work more on implementation of new technologies. The users have a growing need to adapt the content itself. Libraries should follow the trends of its users and provide them with more interactive content. National libraries should serve as an example of public libraries in the area of development in profession. Public library role is more related to the users which is probably reason of greater

need to implement of Web 2.0 tools. All libraries should strive for the creation of a communication from many to many and serve user needs. To achieve better communication with users and to serve society libraries should have a permanent connection to the new technological trends.

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List of Tables
Table I. Quantity of Web 2.0 tools in library catalog