

Learning (2.0) to be a Social Library

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Benefits of greater familiarity with Web 2.0 applications:

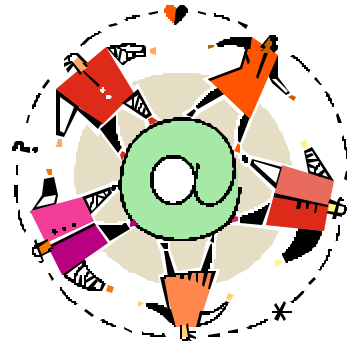
- Fresher, more interesting library instruction
- Provide services in new and interesting formats
- Better able to answer service desk questions
- Better understanding of students' outlook

Learning 2.0 Program at UTC Lupton Library

- Self-paced program posted on Blackboard Academic Suite™ to learn Web 2.0 technologies
- Modeled after PLCMC's Learning 2.0
- Targeted twelve Web 2.0 technologies
- Duration 10 weeks in Spring semester 2008
- Required for all library faculty and staff (30 people)
- Continuing education credits and prize drawings provided
- Plan to hold future Learning 2.0 programs

Web 2.0 applications chosen:

- Social networking – MySpace and Facebook
- Social tagging – Delicious and LibraryThing
- Blogging and microblogging – WordPress and Twitter
- Online photo sharing – Flickr
- Online video/audio sharing – YouTube and Podcasts
- Online music – iTunes and learning to use the iPod Touch
- Google applications – Gmail



Survey results and comments from participants



- It was an "engaging" and "positive experience"
- Need more time and more help
- Uncomfortable with amount of personal information on Web in MySpace and Facebook
- 10 of 12 applications were ranked by majority as "Very easy" or "Somewhat easy" to learn/use.
- MySpace, Facebook and Twitter ranked "Somewhat useful".
- Gmail, blogs, YouTube, LibraryThing, Del.icio.us, Flickr, iPod Touch, and iTunes ranked "Very useful."

Lessons learned

1. Put instructions in ONE place only!
2. Give people a method to track their progress.
3. Provide more assistance.
4. Promote the social aspects of the Web 2.0 technologies through comments and social bookmarking/tagging.
5. Allow more time or schedule fewer activities
6. Conduct pre- and post-module skills/experience assessments.



Putting Web 2.0 to work



1. Producing podcasts to upload to thirty circulating iPod Touches. We envision creating podcasts to refresh and restructure our Freshman Orientation sessions.
2. UTC is developing ways to use Second Life as a platform for distance education or scenario-based training.
3. Library instructors use Del.icio.us as an easy way to provide web resources to students.
4. UTC Lupton Library is expanding our use of blogs and wikis.
5. Considering using "LibraryThing for Libraries" with our OPAC

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