

Public library 2.0: some Australian experiences

Public library 2.0: some Australian experiences

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Abstract

Purpose

The purpose of this paper is to share the experiences of three public libraries near Melbourne, Victoria, Australia of using Web 2.0 tools to reach existing and new users.

Design/methodology/approach

Using blogs and other social software and mash-ups, Casey-Cardinia Library Corporation, Eastern Regional Libraries and Frankston Library Service are opening up their web sites and services to their communities and giving voice to their users. The various tools are described and how the libraries are making use of them is detailed.

Findings

That Web 2.0 tools can be successfully utilised by public libraries to provide enhanced services to their users.

Originality/value

The paper provides practical examples of how Web 2.0 tools can be used by public libraries. It is of particular value to public libraries that are interested in or already providing service to their users using Web 2.0 tools.

Keywords

Public
libraries

Communications


Computer software

Australia

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access in all England's libraries to be provided by 2011, and says the ministers intend to impose a statutory ban on libraries charging for e-books. The review says: "Changes in the market such as the mass digitisation of content by Google and others, Web 2.0 technology and the advent of e-books are changing how people want to receive and engage with information." It also says there should be a national online book catalogue for library users, once money becomes available. Starbucks in libraries. Public library 2.0: Some Australian experiences. Article. Oct 2009. Purpose –

The purpose of this paper is to share the experiences of three public libraries near Melbourne, Victoria, Australia of using Web 2.0 tools to reach existing and new users.

Design/methodology/approach – Using blogs and other social software and mash-ups, Casey-Cardinia Library Corporation, Eastern Regional Libraries and Frankston Library Service are opening up their web sites and services to their communities and giving voice to their users. The various tools are described and how the libraries are making use of them is detailed. Findings – That Web 2.0 tools can be successfully utili