

Web 2.0, Library 2.0 and how to remain (or become) a trusted service?

JISC SCONUL LMS WORKSHOP

27 June 2008

Caroline Brazier

Head of Resource Discovery

British Library

Users 2.0

Trust traditionally based in the quality and integrity of the collections, information sources and services we have provided

Questions of trust and authority are different in this environment

Do they trust us?

- evidently not as much as they used to

Do they trust each other?

- 'Yeah, but...no, but' to some extent depending on circumstance

Do we trust them?

- we have to learn to

Library 2.0

Developing trusted new services – what's important?

- Scale
 - Aggregation of content – shared services
 - Aggregation of users/consumers – mass participation
- Interoperability and integration with other services – work where users work
 - network level not local
 - Mobile not fixed
- Focus on communities, not individuals

Developing the context for new services – what's important?

- Information literacy
 - Evaluation skills, awareness of information economy, part of educational process
- Library management of personal data
 - Accidental loss of data or inappropriate use = loss of trust
 - Clarity over privacy options, rights and ownership of contributed content
 - 'Contractual' framework needed
 - Long term view needed for sharing, re-use and repurposing data

Librarian 2.0

First the bad news

- our ‘...declining profile and influence’?

But there is also good news

- The potential to become ‘the guru of the information age’ – able to ‘connect people and technology and information in context’ based on deep understanding of users.

What do we need to become librarian 2.0?

- New skill sets - technical, professional and social
 - Be practitioners of web 2.0
- The right infrastructure and tools – new concept of LMS
- Organisational change – within and between institutions
- Attitude and cultural changes – does librarian 2.0 need a library?

What does this mean for next generation libraries and LMS?

What will be on my next LMS shopping list?

- Improved functionality to support continuous improvement of core services – both front and back end
- Improved management information structures especially on user behaviour and ability to activity. Local systems should be able to share/aggregate data with MI at network level
- New functionality for customer/user relationship management and digital rights management
- Interoperable/pluggable to other systems and services
- Faster and more flexible development cycles
- Support for wider range of data sharing and data flow operations
- Long term management of web 2.0 content

Thank you for listening.

Any questions?

Contact details

Caroline Brazier
Head of Resource Discovery
British Library

Caroline.brazier@bl.uk

Appendix : Some interesting and relevant sources

Researchers' Use of Academic Libraries and their Services <http://www.rin.ac.uk/files/libraries-report-2007.pdf>

Researchers and discovery services. Behaviour, perceptions and needs
<http://www.rin.ac.uk/files/Report%20-%20final.pdf>

Information Behaviour of the Researcher of the Future
<http://www.bl.uk/news/pdf/googlegen.pdf>

Developing Personalisation for the Information Environment 1 (DPIE1)
<http://www.jisc.ac.uk/whatwedo/programmes/resourcediscovery/dpie1.aspx>

Enhanced Tagging for Discovery (Entags) Project
http://www.jisc.ac.uk/whatwedo/programmes/programme_rep_pres/etfd.aspx

Towards Implementation of Library 2.0 and the e-Framework (TILE)
<http://www.jisc.ac.uk/whatwedo/programmes/resourcediscovery/tile.aspx>

Web 2.0, Library 2.0, and Librarian 2.0: Preparing for the 2.0 World by Stephen Abram, *SirsiDynix vice president of Innovation.*
http://www.imakenews.com/sirsi/e_article000505688.cfm?x=b6ySQnR,b3B5r7pL

<http://librarygang.talis.com/>