

Reference Services At NIIA Library: Moving To Reference 2.0

Pamela Ogwuazor Momah

Pamela-Ogwuazor Momah Is A Librarian With The Nigerian Institute Of International Affairs (NIIA) Lagos.

Abstract: *This article is about Librarianship in the developing world and how they are grappling with new technologies' despite all odds. It takes a look the Nigerian Institute of International Affairs (NIIA), Library and the Reference Services it offers. It starts off by examining the NIIA computerization project in 1991. It then traces the beginning of the application of ICT to Reference Services, to where Reference Services is at present in the Library. It goes on to discuss web 2.0 and its application to Reference Services, and the concept of Library 2.0. It explains how NIIA can renew and expand its services by adopting web 2.0 technologies, since Library 2.0 is for communication, content sharing, content sharing and crowd sourcing. It further asks, what kind of web 2.0 technologies, applications and services NIIA Library can adopt, and for what purpose are such technologies to be used. In the final analysis it asks what is the potential of web 2.0 technologies in the development of Library Services at NIIA Library in the near future? It concludes that that if NIIA Library, one of the first Libraries to computerize its operations in Nigeria, is to continue as a trail blazer, then there is need to adopt web 2.0 technologies in its*

Reference Services. *This will enhance its services and enable it to reach remote users and the growing on-line community, like their counterparts in other parts of the world.*

Key Words: *Librarianship: ICT: reference Services: web 2.0 Technologies:Library 2.0:Reference 2.0*

I. Introduction

The Nigerian Institute of International Affairs was established in 1963 as an independent, non-official, non-political and non-profit making organization. In August 1971, the Institute was taken over by the Nigerian government, but its character as an independent, non-profit making organization remains unchanged. The NIIA seeks to encourage and facilitate the under of international affairs, the circumstances, conditions and attitudes of foreign countries and their peoples .Promote the study of international politics and inform about international questions. The founding fathers knew that for the Institute to achieve its goals it needs a good Library, offering excellent and timely services.

Thus the ACT establishing the Institute in section 14(1) "The Institute shall provide and maintain a Library comprising such books and publications as may be provided by council for the advancement of knowledge of international affairs and relations , for research purposes , and for the purpose concerned with the objectives of the Institute"(1) To further buttress the importance of the Library to the achievement of the goals of the NIIA , it goes on to say in section14(2) that : "A certified true copy of every treaty entered into by the Federal Republic of Nigeria shall be deposited at the Library of the Institute"(2) It is obvious the amount of importance that is attached to the activities of the Library and its centrality in the achievements of NIIA goals. The Library is a special Library that is open to our Research Staff and NIIA members. It is, however, also open to other members of the public, who have a letter of identification from the relevant school authority or an official ID card showing their place of work. The collection is mainly in the field of the social sciences. There are roughly 67,000 volumes of books, with a subscription to 50 journals, over 350,000 Press clippings and over 20, 000 pamphlets and conference papers. The Library has a Library within the Library; the Press Library. The Press Library is a unique collection of newspaper articles, which have been mounted and classified under various subject headings and filed away in file cabinets by subject area. Digitization of the Press clippings is almost complete. When the process is finished it means that multiple users can have access to the materials at the same time; each person using a PC. Mutilation and loss of the materials will be totally ruled out. On-line capturing and indexing into the system, of materials, is done now on a daily basis. The Readers and Bibliographic Services(R&BS) section of the Library houses the books, journals, foreign newspapers and e-resources. Liberty software is used to manage the Library's on-line catalogue. The R&BS is the show case of the Library and the Institute in general. A Library is as good as the services it is able to render to its users. Therefore any new innovation that would enhance service delivery must be adopted as a matter of necessity.

II. What is Reference Services?

According to Susanne Bruhn 2009 (3), Reference Service is a service that helps to connect people with the information they need, by providing a range of services like:

- (1) Reference Transactions: - The Reference Librarian conducts a reference interview to find out what exactly the user needs. Then resources are recommended or information resources are used to help meet the needs of the user.
- (2) Referrals:-Reference Staff recommend another Library, or specialist, who is better placed to meet that information need.
- (3) Equipment Transaction:-Provide assistance with equipment to access information
- (4) Website Guidance:-Provide user education to enable the user know how to use the Library's collection efficiently, by themselves, and access other useful websites.
- (5) Provide general instructions on registration, activities of the Library and upcoming events. The Readers Services staff are people who help find information even before users ask for it, or when they ask for it, or without having to ask for it (4) Thus they end up empowering their users on how to use information by themselves, they contribute to the development and quality of the Reference Services Division and thus aid collection development of the Library by telling the acquisition section the resources users are frequently asking for, which the Library does not have, so that they can buy it and boost the Library's collection. By providing efficient reference services, the Library is able to see to enhance overall achievement of the goals of NIIA.

ICT and librarianship

The application of information technology in Library and Information Management has in recent years revolutionized the way Library and Information Service has been delivered all over the world. The computer can handle large volumes of information more rapidly, more accurately, and allows for searching to be carried out in a much more easier and sophisticated manner. This facilitates the distribution and sharing of information amongst remote users and over great distances, through a networking or the use of external on-line services.(5)

NIIA Computerization Project

The Library acquired internet connectivity in year 2000, and the computerization project of the Library started in 1991, with the 1990 acquisitions, under the leadership of Mr. A.O. Banjo, the Director of Library and Documentation Services. Card Catalogues were replaced by computer terminals, providing on-line access. Acquisition files and Circulation records were similarly computerized. All aspects of Library operations were computerized, thus making the job less tedious, while increasing efficiency. Reference Services at NIIA, is one of the Library operations that has greatly improved with automation. The visionary leadership of the Library saw the urgent and imperative need to move away from the traditional Librarianship, to areas of information management and documentation. Training the Librarians with the requisite skills to work with this new technology was the next line of action undertaken by the Library management.

Application of ICT to NIIA Reference Services

With the computerization of the Library in 1991, the Reference Services took on another dimension. On-line retrieval, which can be described as the art of searching or finding items from organized recorded knowledge, information or data (6) was used for Reference Services. An on-line system is one in which the user through the use of a terminal is in direct communication with the central processing unit of the computer. There is a direct connection with a computer, in which communication occurs in an interactive way, between the user and the system (7). Thus the retrieval system for Reference Services became less cumbersome, because

(1) The amount of time spent doing a literature search is greatly reduced. In a few seconds the entire literature on a given subject area could be searched, with links linking to other related subject areas. What took hours to do manually, could now be done in a matter of minutes, with the aid of the computer.

The results of searches are presented in a concise, standardized format.

(3) More users could be served effectively and efficiently, with less labor and cumbersome routine, whilst saving time.

(4) More access points are available by using an on-line system, where more than one person is able to search the catalogue at the same time. This results in more effective use of the collection, thereby increasing both professional and user satisfaction. The NIIALOC, the Library's on-line catalogue, was birthed in 1991. On NIIALOC records and data from 1990 acquisitions and upwards, were imputed, in the first instance. Then retrospective cataloguing of all records from the inception of the Library in 1964-1989, was done over a period of time, till all the records were captured. The card catalogues were done away with, and are there just for nostalgia purposes. Since 1991 the Library has used three menu driven Library software, namely, Tinlib, Alice

and Liberty, All these software's are very user friendly and easy to use .All the user has to do is to follow simple instructions . All the Library's holdings are held electronically on Liberty web based Library software today. A lot of CD-ROM's are held in the collection; Wilson disc-social science index , social science citation index, human development report , the world fact book petroleum marketing intelligence, oil and energy trends,etc.Most of discs come free with books these days.

Reference Services Today: Resources Available at NIIA library

Liberty Library Software, by soft link, is a web-based Library software the Library uses to hold all its books and periodicals. It is based on windows technology, with integrated access to all the Library resources, and it has fully integrated modules. It is user friendly and comes with full text, basic, browse and advance search options. The screen can be customized .It has a chat management portal, SDI alerts, SMS, and RSS facilities. You can do smart logging, federated, default, single sign on (SSO), operator query, saved URL, searches. The author, title, or subject can be used to search. Combination, keyword and Boolean searches can also be done. The ISBN and publishers name can be used to search. Once the bibliographic record is found, one can follow various links in the record to find more related resources on the subject matter. The notes area gives a synopsis of what the book is all about. The system allows you to jump from one record to another, until you are able to get exactly what you want. Books as well as periodicals can be searched simultaneously. There is provision to search the web on a given subject from a link on the software, for more resources in that subject area. The beauty of Liberty is that it is web based. This allows for the Library catalogue to be hosted on the web. The Library recently went on-line. Soft link, based in Britain is hosting the Library's catalogue. This means that anyone from any part of the world can have access to the Library's collection, 24 hours a day, 7 days a week. The catalogue can be accessed through NIIA website, by clicking on the Library icon, this takes you to the link 'access Liberty', when you click on it, it takes you to the on-line catalogue.

EBSCO

EBSCO is an on-line journal that contains over 10,000 journals and E-Books that the Library subscribes to for a substantial fee. It covers a multidisciplinary full text, data base of periodicals, peer reviewed journals and E-books. The content of the data base varies from client to client, as it is possible to take different aspects of the data base .In the data base that NIIA subscribes to, however, there are the following data bases.

- (a)The Academic Source Complete; is designed specifically for academic institutions. It is a full text database, with more than 7,900 full text periodicals. It also contains reports and conference proceedings.
- (b) The Legal Collection; contains full text for more than 250 scholarly law journals
- (c) The Library, Information Science and Technology Abstracts; Indexes more than 560 core Library journals, books, reports and conference proceedings , on Librarianship ,bibliometric information management ,etc
- (e) Political Science Complete; Full text scholarly journals on political science
- (f) Military and Government Collection; full text of 300 journals on current new on all branches of the military and government.

EBSCO is able to fill the gap in the Library's collection particularly, when there is paucity of funds to buy journals. Articles identified in the data base can be printed out, or sent by e-mail to the user. The beauty of EBSCO is that it contains up to date articles and also contains back issues of journals, as far back as in the 60's.

JSTOR

JSTOR is a free digital archive that is supported by the scholarly community .Its holdings are not quite up to date, but still is very useful for research. It has titles in the social sciences , African studies ,Asian studies ,business , economics, anthropology, history ,Library science ,sociology ,Political science. It holds numerous titles in the arts and sciences. This data base is particularly good for historical and back ground purposes. It contains a few current titles too.

Press Library

The Press Library is a unique Library within a Library. It houses a collection of newspaper articles from both national and foreign papers. These articles are selected, marked, catalogued and classified and placed in vertical files by subject. The articles chosen are usually topical hotissues and theses are made available to the user in the quickest time possible. This is a very good source of national news that cannot be found anywhere else in the world. Foreigners find this collection particularly useful, especially where their research is on national issues, germane to Nigeria. In July 2006 the Press Library embarked on a digitization project, using Alice Software. In 2012 the digitization was contracted out, as it was not possible to be done in-house. Hopefully before 2013 runs out the project will be completed. This would mean that multiple users can have access to the materials at the same time, each person using a PC .Also this would save materials from being mutilated and getting loss , and better preserved. In the not too distant future the Library is looking forward to digitize NIIA produced books, journals and conference proceedings. To enhance the use of all these electronic resources, the Library acquired wireless internet connectivity. This enables the users to access the catalogue and the

e-resources of the Library, from their seats. The Library is a hybrid Library with both hard and soft copies of resources. The question now is what next can be done to further enhance the services being provided? And how can the resources that the Library already holds be optimally utilized? In what way can these new communication technologies help us to achieve these goals? So that service delivery will be improved for better user satisfaction and professional fulfillment.

Web 2.0 Technologies

A second generation of the World Wide Web that allows for collaboration and sharing of information by people is known as web 2.0. It is much more dynamic, unlike the static Hyper Text Markup Language (HTML), web page, better known as web1.0. This is what is seen as you open up the Net. Web 2.0 allows the web communities to communicate and share information in an interactive manner. Using web 2.0 anyone can share information on-line, while the content of the page is in the hands of the users. This collaboration and interaction, allows for feedbacks. Thus web 2.0 allows for

- (1) Social networking by collaborating and sharing content.
- (2) Users can freely contribute and edit content.
- (3) People can connect to one another as opposed to computers.
- (4) Content can be evaluated continually, based on input and collaboration. All the existing social media are based on web 2.0 technologies e.g. face book, twitter, wikis, MySpace, IM, etc. When web 2.0 is applied to Libraries, it is known as Library 2.0. Tim O'Reilly and John Battelle were the first to use the phrase web 2.0 as a title of a series of conferences that began in 2004(8). Collaboration and sharing content through social networking, folksonomies and wikis is the core of web 2.0 (9). On the other hand according to Casey and Laura Savastinuk, Library 2.0 is not just about technologies, but rather is based on continued evaluation and change to services of the Library based on customer input and collaboration (10). The most important thing about web 2.0 is that it places a lot of emphasis on the services the Library is able to provide its users with the aid of new technologies. We as Librarians are always looking for how to develop points of contact between people and ICT, thereby making the Library more transparent and interactive, using web tools, such as social networking sites, instant messaging and wikis, is a hallmark of the Librarianship. By so doing professional Librarians are doing exactly what they are trained to do. Reference Services at NIIA can be transformed into a more interactive service with feedbacks with social networking sites. Some web 2.0 applications can be used to improve Reference and Information Services, thereby helping the Reference Librarians to become more visible to the remote user. These days Library visits, is not only about physical visits it also includes virtual visits to the Library's website. This is more relevant today, as a lot of young people spend most of their time in cyber space. So this is an ideal place to draw their attention to the Library services.

Web 2.0 Technologies Tools for Reference Services

Social networking; this is profile based hosted services that allows people to create and maintain networks of friends and contacts based on general social interests, e.g. face book, MySpace, LinkedIn, twitter, hi5, Net log and so many others

Some Social Networking Applications

Purpose of use	Examples of web 2.0 technology application	Examples of Library 2.0 applications
Communication and short messages	MSN, Yahoo, AIM, Meebo, RSS Feeds, Twitter	Live chat features in Library website (e.g. Library h3lp or meebo, Libraries' use of RSS feeds and twitter
Content sharing	YouTube, slide.com, flickr, multiply	YouTube and blogs utilized by public Libraries
Social Networking	Face book, MyS, Myspace, Tagged, Netlog, Friendster, Orkut	Public Libraries presence on face book and other social networking sites
Crowd sourcing (sharing, aggregating, and processing user generated knowledge)	Wikipedia, 7tipson, patient opinion(UK), Delicious	User-oriented sections of Libraries' websites, Library wikis, Tagging functionalities, folksonomy, Book rating system

Culled from Towards Library 2.0 the Adoption of web 2.0 in Public Libraries by A. Anttiroiko and R. Savolainen (2011)

Face book

Face book is a social networking service that is flexible and very versatile. It is profile based. Pictures, embedded videos from YouTube, video games etc can be uploaded to a face book page. Calendar events can be posted also. It has a micro blogging component. A face book account has to be opened and friends' requests have to be accepted, before communication can begin. When using face book for Library services, blog addresses can be imputed. Face book can be customized using static face book markup language (FBML); new

tabs with unique content can be created (11) .A customized face book Reference Desk, which uses instant messages to the Library's website through a link can be created by the Reference Librarian. Due to popularity of face book, the Library's presence and services are able to reach a larger amount of users. There is a need for a Library to keep promoting and updating its face book page, by creating an interesting content page not found on the Library's website. More users will be attracted to it. Face book allows for feedback from users .Interaction can take place on a computer or on a phone after Library hours. This is very valuable as it helps the Librarian to improve the services being offered, while increasing user satisfaction.

Twitter

Twitter is a social networking service .Twitter allows for text and more text with links. It allows 140 characters, including the punctuations. It is a micro blogging service. In trying to be more versatile, it has provision for linking itself with LinkedIn, a social networking service used by professionals for their career progression. Pictures can be shared through a twitter account.' Tweet Desk' has the ability to streamline tweets. Twitter is a much more active form of communication for people to talk to people on the social network in a conversational manner. In Twitter you have followers you do not need approval to follow a person, unlike in face book, where a request has to be accepted to be a person's friend. In face book the request can be accepted or rejected .In Twitter interaction can take place on a phone or computer. For the Library twitter account to be successful, the Library has to engage with its followers as opposed to giving out information. Posts that are relevant to the users have to be posted all the time .A twitter link on the Library's website allows followers to follow the Library's posts. The Library has to actively follow twitter users and re-tweet heir tweets about the Library's collection, events and services of the Library. This attracts more followers to the Library, so that a strong followership is built up over time.

Instant Messaging (IM) - For Chat Reference

MSN , Yahoo , AIM, (AOL instant messaging) , are all forms of instant messaging .One chat application that answers questions , using any of these three instant messaging services is Trillian. It was created by Cerulean Studios (12) .Trillian is not an instant messaging service, but it allows for connection with any of the major IM providers.

Trillian has:

- (1) No plug-in or anything else to download.
- (2) Does not need a new server.
- (3) It is free software.
- (4) No training needed, because the user uses the IM he is already using and is familiar with. (13)

The Library can set up three accounts for these three major IM services. While installing and configuring Trillian on the Reference Desk computer. It is made to start automatically as the Reference Librarian starts the computer to commence work for the day. The message window is prominent, so that when a message comes in, it is apparent because of the message alert. This alert gets the attention of the Librarian, so that the reference question can be answered at once. The users using their own IM accounts send an IM to the Reference Librarian .It is received at

Trillian. The Reference Librarian then conducts an on-line interview with the user to find out what is needed and to give the answer to the questioned asked.

Skype

A Library can set up a Skype account on the Library's website and Users can call the Reference Librarian on the Library's Skype account and request and receive information required. This allows for some one at the other end of the world to be able to speak and see the Librarian and discuss at length.

NIIA Library: The Way Forward

The way Reference Librarians are engaging with their users is changing .Remote visits to the Library are on the increase. Social networking sites are now connecting the Librarians with remote users from all over. Librarians are providing traditional reference services using a new medium. The various social networking sites have different features. MySpace allows for the creation of both personal and institutional profiles. Face book allows only individuals to create profiles, and institutions to create pages. On these pages, messages can be sent and comments made. Library catalogues and statistics taking applications can be added unto a face book page. With Google's 'Open Social', applications can be shared between social networks. Librarians can share their catalogues amongst various social networking sites. In order to stay relevant in this new ICT environment, excellent professional services that only the Librarian can provide for the user has to be provided in this new medium. According to Cliff Landis (14) to discover both what users want and need and to supply them both can be done using social networking sites. The Reference Services division of the NIIA Library can use these social networking sites to market and instruct about their services. In recent times, there has been an underutilization of

the Library's vast resources. This is most distressing for Librarians. There is therefore a growing need to take our services to where are users are instead of waiting for them ,all the time , to come to the Library. The social networking sites is one place where a lot of potential Library users visit frequently, especially the younger generation. According to Farkas (15) Libraries have a long tradition of bringing services to wherever their patrons are located. That is why there are mobile Libraries and branch Libraries, all in an attempt to reach out to users far and wide. Therefore by reaching the on-line community through the social networks, the Libraries are still in line with keeping with their traditional role of making sure that the information needs of as many as possible are met. The first thing the NIIA Reference Librarian has done is to create a nice and interesting Library Face Book page with a link on to the NIIA catalogue. This is constantly and regularly updated with information .This has drawn remote users to Library's face book page. This automatically makes the Library and its resources more visible to the vast on-line community. Each time the face book user logs onto face book, an interface they are familiar with, NIIA Library and its services, is marketed. Notes to alert the face book friends, as to upcoming Library literacy events, new books and journals, Library exhibitions, are posted on the Library's face book page. This information will whet their appetite and make them come to the Library if they are within the vicinity of the Library, or make them chat on-line with the Reference Librarian, or Skype, as the case may be. A face book account with no friends is dead and useless. Therefore it is the work of the Reference Librarian to go all out to make as many friends as possible. The Research staff, our full members and Associate members are the Reference Librarians friend on face book. There is another large group of users who are not members, but regularly use the collection. The younger ones fall into this category. The Reference Librarian has to make an extra effort to 'friend' them. Face book has an e-mail notification system, which makes a noise as soon as a mail is sent. This allows the Reference Librarian to know immediately she gets a mail from a user. The Librarian can reply immediately to the request. An on-line forum formed by the Librarian, is where questions and remarks are made and thrown open for discussion on the on-line forum. Due to the on-line connection the Reference Librarian has with the on-line community, the ability to provide immediate instruction to an on-line user is there. Problems a user is encountering can be reported immediately, and suggestions as to other services they would like the Library to provide can be made. All these have the effect of improving the service delivery of the Library. Collection development of the Library is helped, by suggestions of the on-line users as to what materials that they would like the Library to store in their collection. As regards twitter, the Reference Librarian has not yet opened a twitter account. The Reference Librarian has to have a well managed twitter account. This can be used to alert Library users, as to what is going on in the Library. The Library's visibility would immensely increase, while keeping users well informed about the various programmes, and new book and journal acquisitions, etc. Regular, relevant tweets by the Reference Librarian must be put out conscientiously and consistently, to the Library's followers. As a professional tool for Librarians, tweets can help the Librarian to follow professional work related interests. Also the Librarians' followers can also know what her on-going research is, and the publications she has. This can lead to collaboration of work between professionals. This is a good professional development tool. Who you follow, informs the quality of tweets you get. Following serious minded professionals, definitely leads to professional development as one keeps abreast with what is going on in the profession. You know what your professional colleagues are thinking, reading and working on. In a Library that stresses academics for its professional staff, this is a most useful tool for the academic upliftment of the Reference Librarian. As regards chat reference services, fortunately Liberty Software that the NIIA Library uses to manage its collection, has provision for chat management. The Reference Librarian can go ahead and activate this service and make use of it .Instant messaging accounts of any of the major IM services can be created on the reference Librarian desk. Trillian a free chat application for chat referencing can be installed on the reference desk. This will enable chat referencing services to be provided.

Factors militating against web 2.0

All the talk about web 2.0 and new technologies and how it will enhance and improve Library services is all well and good, but there are some major hurdles people in the developing world have to surmount first, before they can adequately embrace these new technologies. Epileptic power supply is a big stumbling block in Nigeria. All on-line activity depends on the availability of steady power to function well. One minute there is light, the next it has gone off. When it is brought back, the voltage is too low, that it cannot carry any electrical appliance or it is too high, so that things get burnt. There is the question of being able to keep the computers in a cool environment. Most times this cannot be done due to the light situation. Thus the computers end up becoming faulty, because of the conditions that they are kept in. To a large extent, in Nigeria the way around it is buying generators and installing inverters; thus generating their own electricity. This has its own draw backs. A large amount of money is spent on buying diesel, and often times there is fuel shortage. This means that even if the fuel is seen to buy, the black market price is well above the official price. This all adds to the cost of running the Library. At a time, especially when there is fuel scarcity, the NIIA Library has been forced to close down its afternoon services, which it runs between 4.00pm to 6.00pm. This service allows people who have

closed from work to have 2 hours of Library service. The users were not happy, but there was nothing that could be done. For a large institution like NIIA, the diesel is enormous. So you find that money that could have been put towards buying more books, have to be diverted to diesel. Some Libraries like the National Open University Library and the University of Jos Library have gone as far as dedicating a huge generator solely to the Library, so that there is constant power in the Library, even when other parts of the Institutions do not have light. When there is no light the computers are down, the OPAC cannot be accessed; E-resources cannot be accessed and of course there is no internet connectivity for social networking. This state of affairs is very frustrating for the Librarian, because you have so many resources to offer your client, but you cannot get your hands on it. This is more pronounced because at NIIA, cataloguing is done on-line and there are no more card catalogue cards to look at. The best you can do is fumble around the collection, to see what you can chance on. Librarianship is a very precise profession, where things are catalogued and classified so that you know precisely where a book is on the shelf, just by looking at the call number. Maybe the installation of solar panels to harness the energy from the constant sunlight in Nigeria might be the way out. But this technology has not yet taken off as such and the cost of getting one that will be able to power all the gadgets in the Library would be exorbitant. Bad Internet connectivity is another big problem. The internet connectivity is not that steady. The internet service provider (ISP) provides a service that is good in the morning, slow in the afternoon and not available the next day. 'Off and on', is the characteristic of the internet services here. Most people have modems from the major mobile networks. No service plagues these services, especially with their masts being destroyed by terror attacks in the north. This makes internet services from these mobile networks not to be of the best quality, whether it is being used on the computer or phone or other mobile devices. This again is most frustrating because for us at NIIA, the Library software we use is web based and this means that you cannot have access to the OPAC, once there is no internet connectivity. All the electronic resources cannot be accessed too. All other Library operations like cataloguing etc just come to a standstill.

The huge costs involved with acquiring electronic resources make it difficult for smaller Libraries to computerize their operations. Such Libraries are still trying to get their small Library allocation and trying to convince their management on the need to computerize, not to talk of applying new technologies to their operations. These are major setbacks to the application of new technologies to Librarianship in developing countries, like Nigeria.

III. Conclusion

As the NIIA Library, a trail blazer in its own right in Nigeria moves from Library 1.0 to Library 2.0, there is a need to employ more of these new social networking strategies for professional work, so as to expand services offered by the Reference Services Division. By so doing the Library services, will provide both virtual reference services as well as the traditional reference services. Thus more users will be attended to and the Library's sphere of influence will reach a wider audience. Library services will be taken to the door steps of the users beyond the Library premises. With the younger generation that are technology savvy and spend a lot of their time on the social networking sites or their smart phones, they are more likely to be engaged in this medium, than any other place. For the NIIA, the first thing it has to do is make its catalogue web 2.0 compliant, so that users can write reviews and be able to tag them. One of the major setbacks in trying to move the NIIA Library in this new direction is a fixed mindset. The mindset that believes that that face book 'friending', twittering, and chatting are for personal recreation and nothing more. Right now the social networking sites at NIIA can only be accessed after 4.00pm, when official work must have closed. Trying to change the minds of the NIIA management that these social networking sites can be used for professional work, is an uphill task. Especially as those in the management cadre are older and belong to the more traditional school that is more comfortable with the status quo. Anyway the fact that the Library Catalogue is now on-line, is however a step in the right direction. There is need for more training for Librarians and Library staff. As NIIA Librarians attend more international conferences and see and read about what their colleagues in other parts of the world are doing, there will definitely be a change in NIIA Library service delivery. In the not too distant future I am sure at NIIA Library in its daring manner will adapt these new technologies wholeheartedly and become Library 2.0 compliant.

References

- [1]. NIIA Cap. N113 1975 no.3
- [2]. Bruhn, Susanne (2009) Readers Services in the Next Five Years: Strategic Direction for the National Library's General Readers Services. Discussion Paper at the National Library Australia.
- [3]. Ibid., p.4
- [4]. Banjo, A. O. (1995) Library Computerization, Getting Started: Lessons from the NIIA Library Experience. In: J. A. Oni (Ed), Computers in Libraries: Awareness and Applications, proceedings of a National Workshop on NIIA Library. Lagos: NIIA
- [5]. Kemp. D. (1985) Computer-Based Knowledge Retrieval. London: Aslib.
- [6]. Encyclopedia of Library and Information Science. Vol. 17 (Ed) by Allew Kent, Harold Lancour, J. E. Daily. New York: Marcel Dekker.
- [7]. Balas. L. Janet (2007) E-Learning About Library 2.0. Computer Libraries, Jan., vol.27.no.1

- [8]. Balas .L. Janet Op. Cit
- [9]. Balas. L. Janet Op. Cit
- [10]. Balas. L. Janet
- [11]. Tagtmieir, Curt (2010) Face book Vs Twitter; Battle of the Social Network Stars. Computers in Libraries, Sept., vol.30, No.1
- [12]. Read Reviews and Download the Software at, www.download.com/Trillian/3003-2150_4-10367846.html
- [13]. Ibid.
- [14]. Landis Cliff: Friending Our Users: Social Networking and Reference Services. In: Sustainers and L .Madden (Eds).The Desk and Beyond: Next Generation Reference Services. Chicago IL; Association of College and Research Libraries.
- [15]. Farkas. M. (2007) Going Where