WEB 2.0 TOOLS APPLICATIONS AND UNIVERSITY LIBRARY USERS: A SURVEY

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Abstract: **This paper presents the University Library Users and their views about web 2.0 such as Social networking, Social Media, It is a survey through Maharashtra University Library users, such as what they use, times spends on web 2.0 tools, which are their preferred tools and purpose of using these web 2.0 tools, their expectation from library services. This paper Library and Information Professional could suggest deciding upgrades their services to reach the users.**

Keywords: **Web 2.0, Social Media, Information Services, University Library services, Facebook, Youtube, User Behaviour.**

I. INTRODUCTION

Information and technology tools and its application in various sections in social life have impacted tremendously on society. Now a day most of the users have smart mobile devices with internet connection in his hands. Library users are changing its reading habit with printing to digital most of the research materials are in electronic form, like e-journals e-books and hence the University library is providing resources. Web 2.0 application by users are the topic of research most of the users are available on Social media tools like facebook, Tweeter, youtube, Instagram, LinkedIn, Blogs and other web 2.0 application. This study found the use of the social media and other web 2.0 tools by university users in Maharashtra. This is the study of library users, as survey conducted by the structured questionnaire with aim to find out user's web 2.0 tools using behavior and its purpose of use.

II. WEB 2.0 TOOLS AND APPLICATION

Emerging ICT, and web technology it is very easy to search and retrieve information. To reach right information to proper users, web 2.0 technologies, artificial intelligence work together. World Wide Web and Semantic web are also needed to work on the web 2.0 applications. **Web 1.0:** Tim Berner Lee the person who developed the web considered web1.0 as, read-only web. Web 1.0 is the first generation of the web. Web 1.0 began as information put for businesses to transmit their product information to people WWW allowed users only to search and read information available on the internet. At present presence on the www/ internet make it possible of availability of information to right time. (**Aghaei Sareh, at al. (2012)**).**Web 2.0:** Basically, it is a two-way communication on website between website owners to users. It like Web 2.0 is second generation web which is collaborative, participative Web 2.0 tools. Which could be very useful in apply by Libraries and Library services. Traditional libraries are playing role as knowledge storehouse, and traditional services are running each library, Book circulation, Reference service, Cataloguing, Serial Access, Newspapers clippings, Somewhere, Indexing, Translation, and Abstracting. Web 2.0 could be helpful to overcome information gap and time gap between these services. **Blogs**: Blog is online diaries maintained by an individual or company itself. It is a regular communication between creator and users about things happened, topics commentary, description of event or other study materials such as pictures, videos. Blogs are arranged in reverse chronological order "The term "weblog" was coined by Jorn Barger on 17 December 1997. The short form, "blog," was coined by Peter Merholz, who jokingly broke the word weblog into the phrase weblog in the sidebar of his blog Peterme.com in April or May 1999" (**en.wikipedia.org/ wiki/Blog, 2020**). The users are using blogs for their study some blogs are specialized in their subject of discipline and provide some authentic information for the users. **WIKIS:** It is a collaborative intelligence all over the world wiki is a

free platform to generate collaborative information of innovation and collection of information and it publish pages. Study found that, use of wikis are by collaboration of library staff was excellent, and Collaboration among library staff and users was satisfactory although use of WIKIS in Library services are very important. **(Bejune, M. 2013).** Most of the topics are covered on Wikipedia the basic ideas of the topics come to users for their study hence Wikipedia is popular among the students in study. **Reach Site Summery (RSS):** Really Simple Syndication or RDF (Resource Description Framework) Site Summery. It is most popular and easy tool among Web 2.0 technologies. Basically, RSS is a XML coding, with the help of that users can get websites updates in a personal manner without visiting the website. This tools can collected diverse subject latest news and update in the subject by collection of news feed of different subject. (**Chandra,N.& Dey P 2009). Podcasting:** Podcasting term was used for the first time by Ben Hammersley, a journalist, in his article "the Guardian" on February 12, 2004. Podcasting gives. Libraries and other information provider groups are using the podcasting in services. To create, edit and disseminating podcast or information content there is new opportunity for library and information professional. (**Kaushik, 2010) Podcasting** is a collection of audio collection user are listening the audio relating their topics. **Social Networking:** Social networks are most useful in social networking point of view. Social networking sites enable Instant messaging, blogging, streaming media, and tagging, discussed later. MySpace, Facebook, Del.icio.us and Flickr are networks that have enjoyed massive popularity in Web 2.0. "Social networking site as any website designed to allow multiple users to publish content of them. The information may be on any subject and may be for consumption by friends, mates, employers, employees just to mention a few" defined by (Computing Dictionary, 2011) This is the age of social media every user are handling social media account and using this tools on day to day for entertainment and learning. **Tagging, Social Bookmarking and Folksonomy:** Tags are words that the user chooses that tell about the main points or subject of the webpage. Social bookmarking has developed as a social software tool that allows users to submit, classify, localize and share their bookmarked web pages to a central site where they can be located and 'tagged' by other users. **Instant Messaging:** Instant messaging (IM) refers as virtual reference service. Through this service librarians can handle user's enquiries instantly in a pre-defined time period and answers user's questions without wastage of time from a remote location. Instant Messaging for reference questions is becoming increasingly popular, especially at academic libraries, it show that student can directly contact to the librarian online. **Google Groups:** Google groups is a service from Google that provides discussion groups, it also called Google forum for sharing common interests. It provides a gateway to Z- Net, Usenet newsgroups via a shared user interface.

III.   WEB 2.0 TECHNOLOGY AND ITS APPLICATIONS IN LIBRARIES

Blog: Current Awareness services: - Publishing general Information, Subject Blog, Publishing Library news/event, Providing Information and New Acquisitions, Posing Book reviews/Book Discussion, Providing Information Literacy Instructions. **Wikis:** Library Policies: - Publishing Dynamic information about events, programmes, announcement etc. Publishing reports, newsletters, publications tax, Developing/Managing Library policies/ procedures resource listing. Creation of Wiki page: - Creation of Wiki page like website, link e-resources, Link to Videos and reading material, display information about Library activities. **Instant Messaging: -** Ask a Librarian: - Selective Dissemination of Information (SDI) Updates on University News/Events, Update on Library News and Events, Updates about new acquisition. **RSS Feeds: Current Awareness Service:** Selective Dissemination of information (SDI), Updates on university news/events, podates on library news/events, Updates about new acquisitions. **Social Networking Sites:** Current Awareness Service (CAS): Sharing general news/events/workshops/ activities of the university, sharing library news/events, sharing pictures/video clips related to university, marketing library services, providing information about new acquisitions. **Podcasts:** Digital resources: Library orientation tours, sharing interviews/speeches, Making audio book collections available, Videos of seminars/conferences/workshops, Audio/Video lectures on subjects, Book reviews. **Tagging:** OPAC: Allow users to assign tags to their favorites, contents in library catalogue, offer user tagging in OPACs. **Mashup:** OPAC: Providing location of libraries in websites, (using Google Maps, etc.), Enhancing the library catalogue by adding, books preview (e.g. from Google books) in, library OPAC, Book cover carousel (Library websites can offer a dynamic display of book cover by combining book lists and book covers.). **Federated Search:** Resource Sharing, Access online databases, (Full text database of e-journals, etc.) Providing simultaneous search on multiple libraries catalogues (OPACs), providing simultaneous search on multiple websites, citation databases, etc

IV.   LITERATURE REVIEWS

Web 2.0 application user views toward web 2.0, tools and services, are carry out by various researchers by various articles published all over the world, as well as experiments on web 2.0 tools and its application in library and information services. Therefore, the details results and its impact on user users feedback are represented in the research, Following are

the some of them are review of related literature. In New Zealand Library **Chawner (2008)** revealed that Web 2.0 tools application use by Library and information manager not only to read the contents of others but participate in the communication by commenting. The collection of data was done by an online survey through one checklist. It was stated in the study that the user plays many roles while using Web 2.0 tools. Users can create content, use the content as a passive role also comment on content as a reactive role and comment creator as a proactive role and content collector as the latest self-awareness role. It was also stated in the study that tools like IM and SMS help users to communicate better in a diverse environment. Large numbers of respondents played a passive role in the use of Web 2.0 as over 50 percent were involved in reading Blogs and 15 percent were involved in writing Blogs. The study suggested that age was the only major factor that influenced the use of new technologies. Therefore, the young generation aged between 31- 45 should be included in the projects where Web 2.0 is being implemented. The study stated that library and information management professionals are experimenting with Web 2.0 technologies. Three types of barriers were also recognized during the study. There were institutional barriers, personal barriers and technological barriers. In this study user views are not evaluated, but this is a best reference for assessment of user study on web 2.0. Another study investigated in Malaysia by **Zakaria, Watson, and Edwards (2010**) he conducted a study web 2.0 technology applications in Malaysia. The students were use ICT technology for learning with a focus on how the students would perceive the use of Web 2.0 for learning. The study purpose was to find out the students views about the web 2.0 tools and application. 217 students responded to the survey. The study found that (91.5 percent) students owned a laptop computer, (86.7 percent) mobile phone, (46.9 percent) desktop computer and (40.3 percent) owned portable media players such as iPod and MP3 player. Other technologies owned by the students were digital cameras (39.8 percent), games console (19.9 percent) and handheld computers (7.1 percent). A large portion of students (more than 40 percent) already owned at least four main ICT tools that can be used for learning. Tools like IM, social networking sites, Wikis, YouTube and Flickr were frequently used by students but tools like podcasts, social Tagging and virtual were less used. Further, the study revealed that students are comfortable with ICT, online and Web 2.0 tools. This study reveals that smartphone websites and search engines are tools useful in informal learning. Suggest that teachers can assume that the majority of the students have a satisfactory level of literacy on the use of Web. The study on the use of web 2.0 tools by user and in impact on library somewhat is relevant but the scope and objectives are different. In Calicut **University Kerala Haneefa and Sumitha (2011)** used quantitative methods for study. A structured questionnaire was prepared to collect the data for the study. From total 865 population 134 sample taken for the study, study finds that the majority 75.4 percent of the users were aware of Orkut and YouTube 62.7 percent, regarding half 52. 2 percent of the students were aware of Blogs. A good number of the students were aware of Facebook 38.8 percent, and Hi-5 35.8 percent. A few 29.1 percent students were aware of MySpace, very few students were aware of Classmate.com 16.4 percent, Friendster 11.2 percent and Bebo 6.7 percent. Only a small percent of the students was aware of the sites like Flickr 4.5 percent, LinkedIn 3.7 percent and Twitter 2.2 percent. Their opinion about social networking sites were also analyzed which revealed that 50.7 percent opined that these are helpful for easy communication, 47.8 percent opined it is easy for communicating with many, 57.5 percent opined that it is easy for contacting old and new friends, and 10.4 percent that it is useful for academic communication. The study also revealed that 21.6 percent faced problem due to non-availability of full-fledged internet facility, 39.5 percent due to fear of misusing personnel information, 37.3 percent due to lack of time and 48.5 percent due to lack of security and privacy while using Social Networking sites. This study is has some of the similar purposes like present study, but they are very different by the time span and technological up gradation from 2011 to 2019. Its methodology and data collection method are different than present study.

Ram, Anbu and Kataria (2011) web-based questionnaire posted at ETTLIS on social networking sites. A total of 452 responses especially library professionals were collected by this survey by the geographical distribution of participation total of 43 countries. Studies show that awareness about web 2.0 is 83 percent respondent and among them close to wear 41 percent. The question of why web 2.0 component used in library mostly 35 percent due to change in the information in information-seeking behavior and current trends respond 25 percent and for a better option in information seeking 21 percent responded answered. In this study mostly facebook has first preference about the use of social networking sites followed by Orkut and tweeter. Specific library activity orientation by use of SNS mostly is new arrival display used as 89 percent, book discussion forum 75 percent, followed by catalog linking 69 percent and overdue alert 39 percent respondent give responses. Information and comment on information. In their opinion, Web 2.0 is an extension of the web. They highlighted the dynamic, interactive, and collaborative features of Web 2.0 tools. The study stated that new applications have made the process of information dissemination easy. But there is a need to create awareness among users about these applications to get maximum advantages of Web 2.0. The authors opined that these tools help reduce

repetitive tasks. They also stated that ex-students of JUIT use Facebook to communicate with LRC. This study has investigated only user uses of web 2.0 habit of the university student

V.   OBJECTIVES OF THE STUDY

1. To find out users Interest about the Web 2.0 tools

2. To find out the user's purpose of use web 2.0 tools.

3. To design the services which are helpful to design for the student?

4. To give suggestion Libraries about the web 2.0 application in Libraries.

5. To take attention towards the current web 2.0 application and its uses in Library students,

Scope and Limitation: The Scope of this study is within the University libraries users from the Maharashtra State, India. In this study users survey is conducted, to develop or to formulate the user's expectation from the Library services. Therefore, the scope of the study is students from the Universities in Maharashtra, and Limited to post graduate student only.

VI.   RESEARCH METHODOLOGY

In this investigation researcher has used the Accidental Random sampling survey method for the data collection and analyzed data by quantitative method for statistical study. Data is collected during the March 2019- to August 2019 by the physical questionnaire from the 09 university from the Maharashtra region and used MS-excel function to analyze the data collected.

VII.   DATA COLLECTION ANALYSIS AND INTERPRETATION:

For the Data collection survey method was used to collect the data, University library students in the campus and department are selected randomly without discrimination of class, age and sex for the sample total from the University Department are 24656 and 7039 are registered for the M. Phil and Ph. D. out of these 1076 are selected as a sample.

Table no. 1: University students' enrollments and no. of respondents.

Sr. No.	University	No. of M. Phil, PhD	No. of P.G. (two years P.G.)	No. of Respondent
1	Shivaji U. Kolhapur	2508	3527	170
2	SGBU Amravati	560	1490	74
3	SBP Uni. Pune	1645	4387	251
4	RTM Nagpur	594	1934	106
5	PADH Solapur Univ.	76	748	34
6	Dr. B.A.M.U. Aurangabad	508	3372	173
7	KBCNMU Jalgaon	158	1787	85
8	Mumbai University	716	5366	155
9	SRTMU Nanded	274	2045	28
	Total	**7039**	**24656**	**1076**

As above charts data no. of students is collected from NIRF ranking 2019-year data on website and sample are selected as random sampling from the University users.

a. Gender Wise Users:

Table no. 2. Figure no 2 total quantities of the students in the survey are 1076, in which 415 are female students and 661 are male students. It shows that as per investigation the data male samples are more than female.

Table no.2:

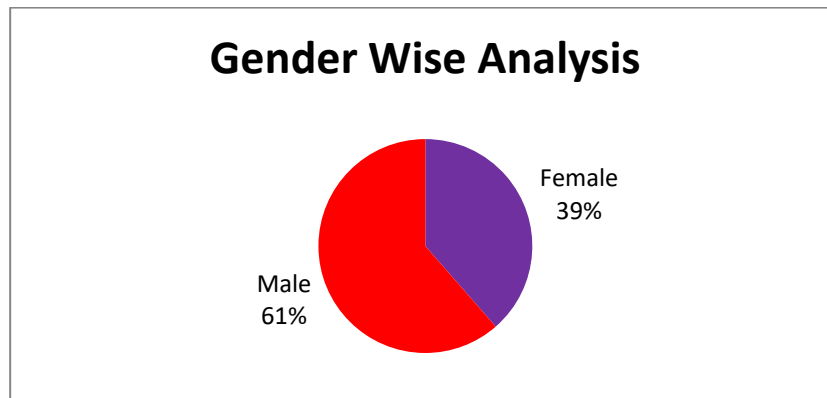| Gender	No. of Students
Female	415
Male	661
	1076

Figure: no. 1

b. Respondents visited to Library website Frequency: -

Table and figure no 3, display that, out of 1076 total 1076 students are responded to the question. Students from nine universities in Maharashtra, 534 as (49.63%) students are visiting daily to Library websites. Therefore, 100 students are using library website once in week as weekly and 310 as (28.81%) are using the library website rarely. 80 (7.43%) are using library website as once in month, as monthly. 50% students are visiting daily to the Library website; also 28.81% students are visiting rarely of the students are visiting library website. It means that, most of the students are aware about library website and it services.

Table no. 3: Frequency to Visit Website:

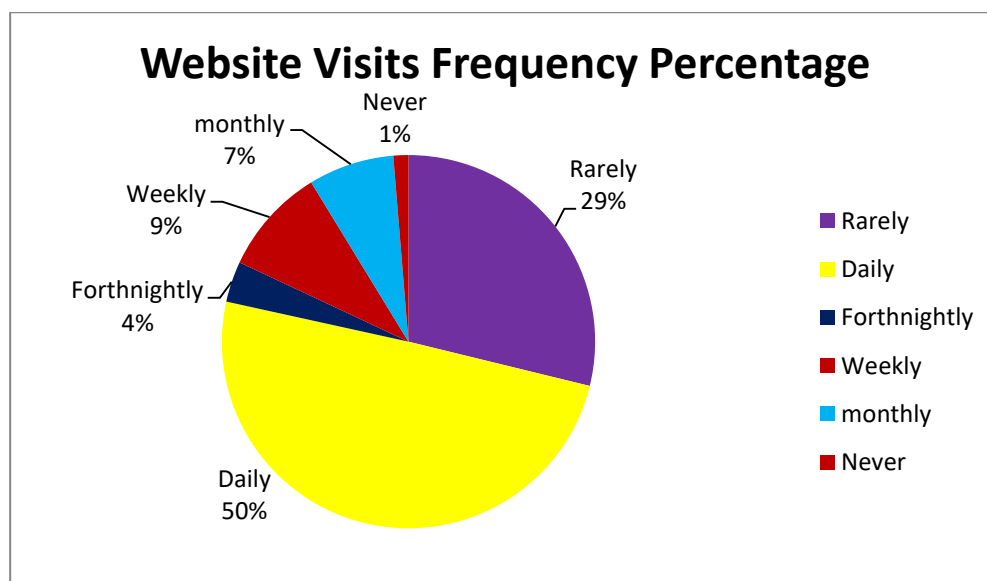| Frequency to Visit Website	No. of Respondent	Percentage
Rarely	310	28.81
Daily	534	49.63
Forthnightly	38	3.53
Weekly	100	9.29
monthly	80	7.43
Never	14	1.30
Total	**1076**	**100**

Figure no. 2.

C. Users Purpose of Accessing Library Website: -

As for the question purpose of the Library uses asked to the student, they have responded the following way as Most of the student as 83.92% responded as they have visited for to update themselves then to connect the e-resources75.84% and to 72.68% students responded to search web OPAC. 70.91 % respondent purpose of accessing website is to access web OPAC. To reach Digital Library 69.52% users' approach to access website.

It is found that, 83.92% responded as they have visited as they have to update themselves about Library then to connect the e- resources 75.84% and to 72.68% students responded to search web OPAC. It is found that, very less no of users visit library website for the Download Question Papers.

Table No. 4.

N=1076

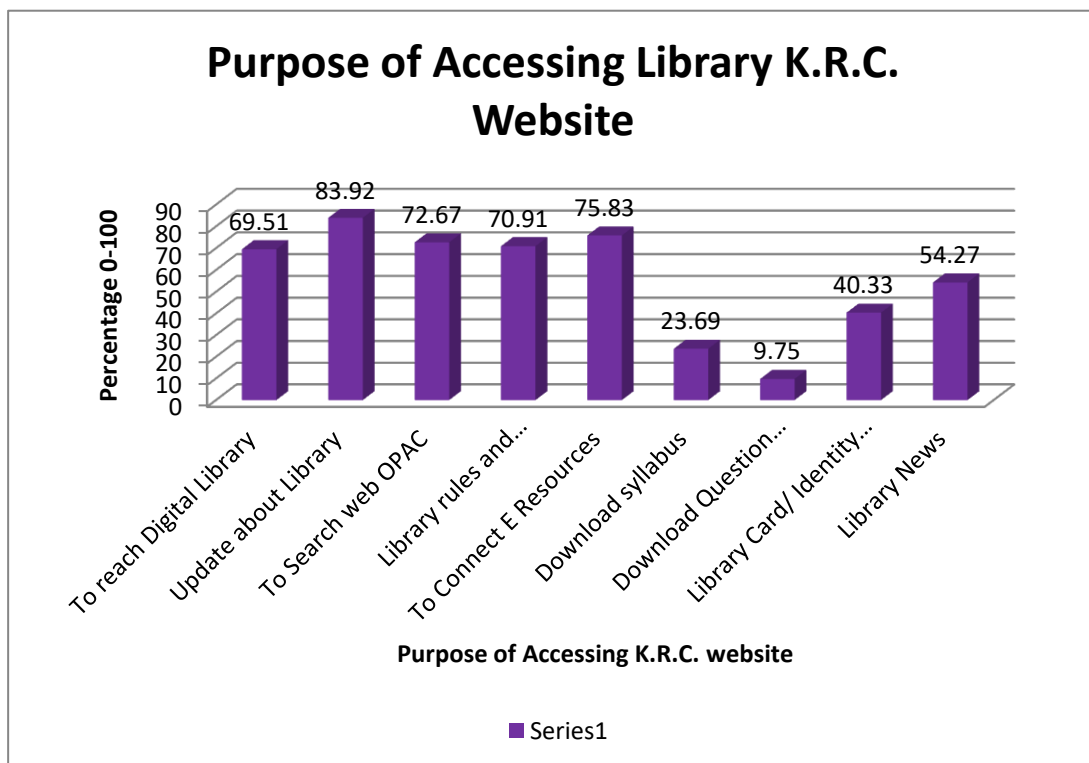| Purpose of Library accessing Website	No. of Respondent (Users)	Percentage
Download syllabus	255	23.70
Download Question Papers	105	9.76
Library Card/ Identity card form	434	40.33
Library News	584	54.28
To Search web OPAC	782	72.68
Library rules and Regulation	763	70.91
To Connect E Resources	816	75.84
To reach Digital Library	748	69.52
Update about Library	903	83.92

Figure 3.

d. Students spent time Online to use web 2.0 in general

The Question asked to student to how much time spent online to use web 2.0 tools in general, the respondents responded as following as most of the students spend 1-2 hour in day on mobile and specially on web 2.0 tools, like facebook, tweeter, YouTube, and very less number of the students are using more than three hour as 2.23%.

So far as, 83.46% students are familiar and using the web 2.0 tools and they are spending most of the time on the website and web 2.0 tools.

Table No 5. Time Spent

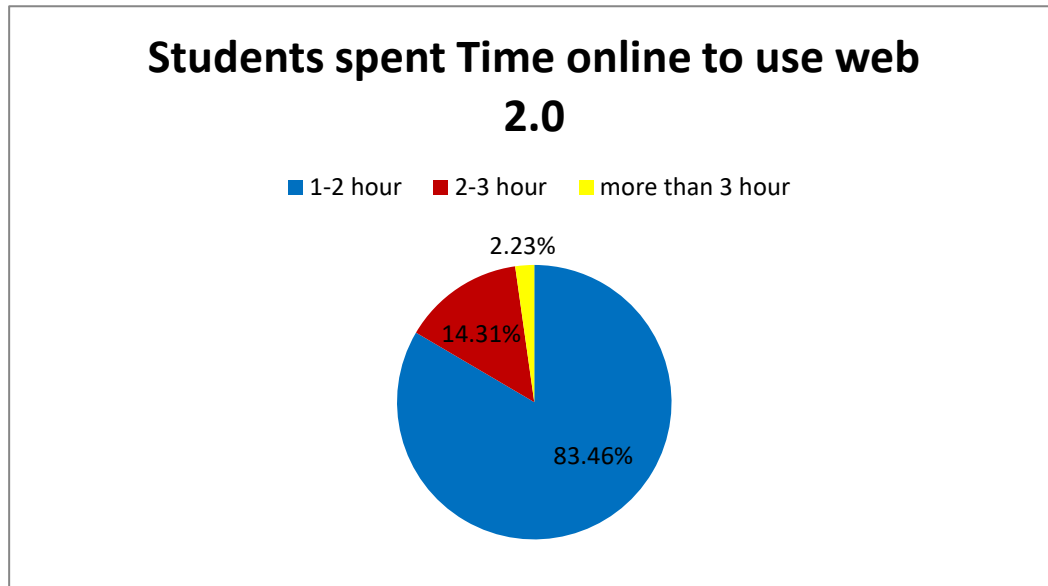| Time spent	No of Students	Percentage
1-2 hour	898	83.46
2-3 hour	154	14.31
More than 3 hours	24	2.23
Total	1076	100.00

Figure 4

e. Popularity of Web 2.0 tools among the users in Maharashtra

Total Sample from Universities in Maharashtra, 1076 respondent out of 92.5 % of the students is using the facebook. It is observed that most popular web 2.0 tools is facebook among the users as well as, second most popular is what's up and then you tube 83.0% and very less use of the web 2.0 tools is Telegram. Also podcast and Vodcast is not much popular.

Table No. 6. Popularity of Web 2.0 tools among the users in Maharashtra.

| Web 2.0 tools	No. of Users using	Percentage	Not using	Not using percentage	Total	Total Per%
Facebook	995	92.5	81	7.5	1076.0	100.0
Instant messaging	564	52.4	512	47.6	1076.0	100.0
Blog	515	47.9	561	52.1	1076.0	100.0
LinkedIn	251	23.3	825	76.7	1076.0	100.0
Podcast/Vodcast	131	12.2	945	87.8	1076.0	100.0
Tweeter	437	40.6	639	59.4	1076.0	100.0
RSS	756	70.3	320	29.7	1076.0	100.0
Whatsapp	929	86.3	147	13.7	1076.0	100.0
Wikis	555	51.6	521	48.4	1076.0	100.0
You tube	893	83.0	183	17.0	1076.0	100.0
Flicker	280	26.0	796	74.0	1076.0	100.0
Telegram	2	0.2	1074	99.8	1076.0	100.0
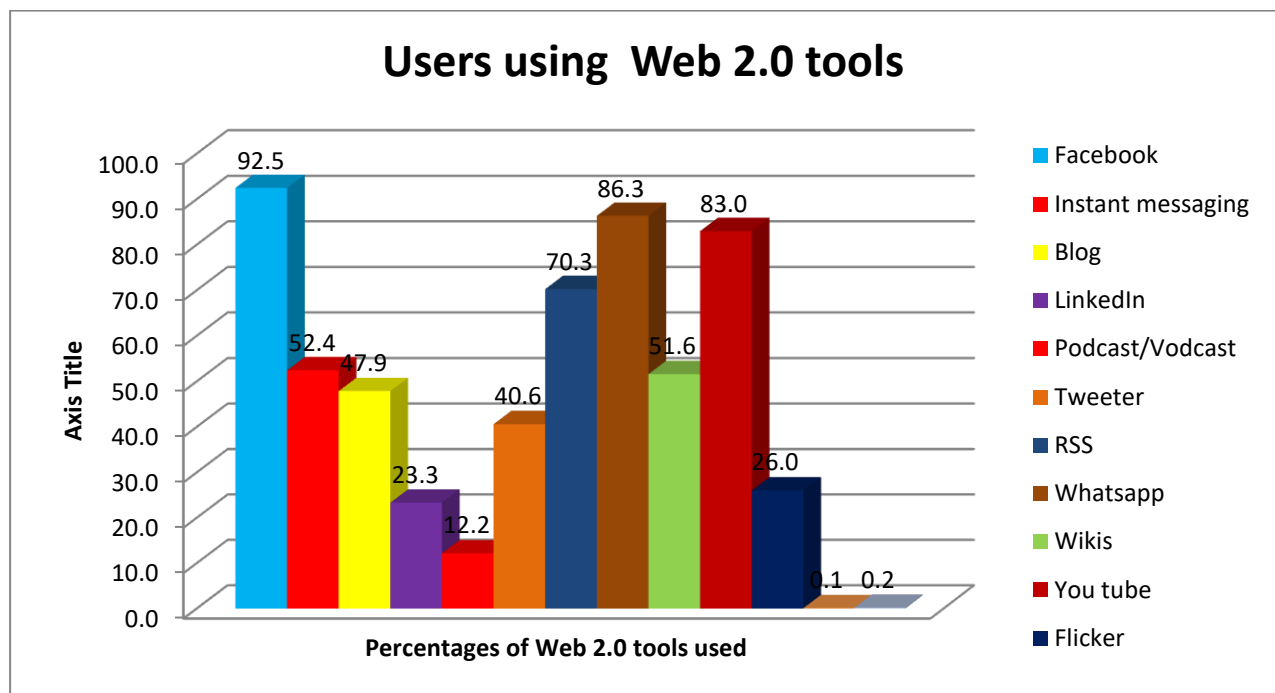
Figure no. 5. Popularity of Web 2.0 tools among the users in Maharashtra.

f. Users Purpose of using Web 2.0 tools in Maharashtra

Question is asked to the users in Maharashtra, purpose of using the web 2.0 tools by the users in Maharashtra university library, the table no 6. And figure no. 6. shows that, most of the users responded that, friendly communication is the purpose of the users as 90% users use these tools for the communication with the friends after that, Knowledge sharing is a another purpose which is responded by 89.7 % respondents, and nearby that purpose another is self-Entertainment and also web services access is another purpose of the web 2.0 tools. 66% of the respondent says that, for news and invention video learning. Personal communication 54.3%, Event Celebration 56.7%, Books and article reading and reviews 55%, Discuss new Idea 58.6%, are purposes of using these tools. Other purposes are the sharing Journals articles, 43.6% and Chatting, 44.6 %. Also Purposes like, Interactive Learning, 36.2%, Reading Recent News 32.9%, sharing Books articles 39.7%, Publish news 23.2%, Publish article 22.1% for the purpose of reference 27.0% are using these web 2.0 tools.

Above this Purpose can be converted in to or Related to Library Information services by the users they are already available on the web 2.0 platform, so this is needed to Library professional to convert Library services accordingly towards Library Online services.

Table No. 7 Users Purpose of using Web 2.0 in Maharashtra

Purpose of Web 2.0 Application	No. of (KRC) Users	Percentage
Academic Communication	713	66.3
Books and Article Reviews	592	55.0
Chatting	480	44.6
Discuss new Ideas	630	58.6
Discuss Social Issues	561	52.1
Entertainment	904	84.0
Event Celebration	610	56.7
Friendly communication	977	90.8
Interactive Learning	389	36.2
Knowledge Sharing	965	89.7
News and Invention video Learning	717	66.6
Personal Communication	584	54.3
Publish Article	238	22.1
Publish News	250	23.2
Reading Recent News	354	32.9

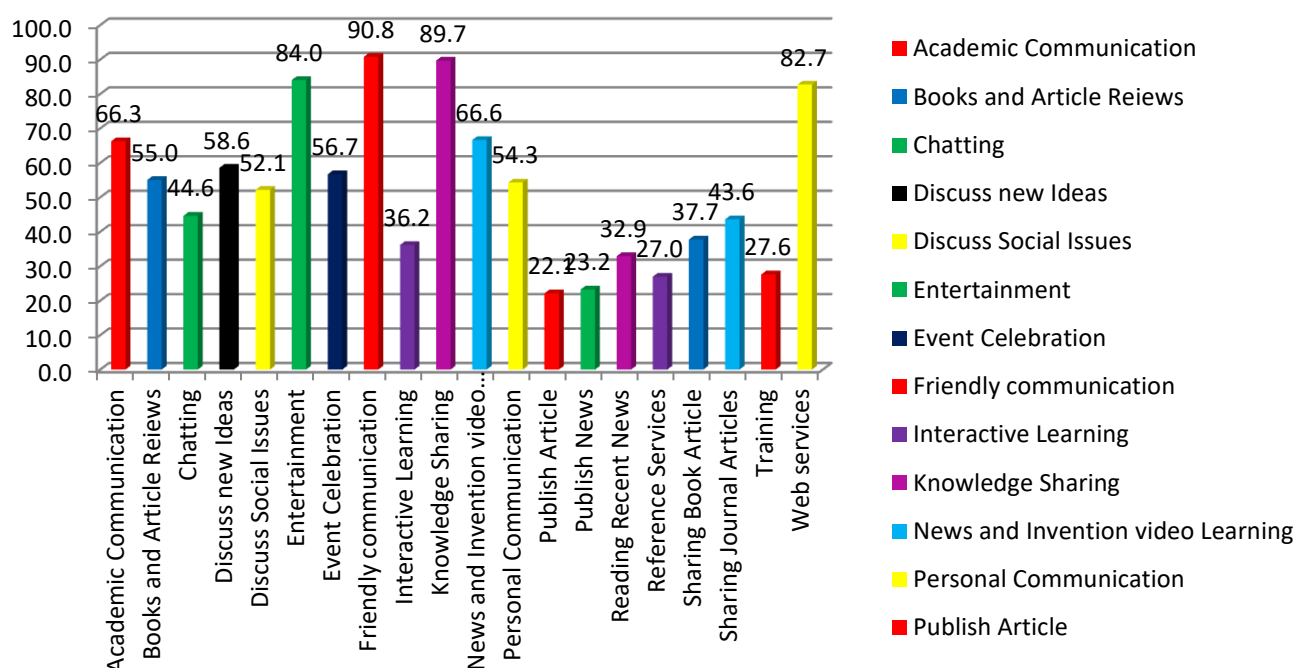| References	290	27.0
Sharing Book Article	406	37.7
Sharing Journal Articles	469	43.6
Training	297	27.6
Web services	890	82.7

Figure no. 6. Users Purpose of using Web 2.0 tools

i. Web 2.0 tools use Benefits for the Respondents.

As table no 8. And figure no 7 shows that, 96.0% respondent says that, it is help in getting the Information and Knowledge, and to understand the currents trends and situations 76.6%, the Also benefits are to enhance motivation 72.1%, ICT support to Teaching and Learning 70.5% users benefited, Information and Knowledge sharing 67.6 % respondent are benefited, to clear basic concept and learning participation responded by 65.7 %. Also to develop understanding by about the society views has responded 52.4%.

Like these benefits are from these tools these benefits, professional could convert in to Library services points of views; it will be benefited by the users in Libraries.

Table No. 8. Web 2.0 tools use Benefits for the Respondents

|		N=1076
Respondents Benefits of web 2.0 application	**No. of Respondent.**	**Percentage**
Help in Getting Information and Knowledge	1033	96.0
Supports ICT in teaching and learning	759	70.5
Enhance our motivation	776	72.1
Clear Basic concepts by web technology	707	65.7
learning Participation	707	65.7
Develop understanding	564	52.4
Information and knowledge sharing	727	67.6
Collaborative Learning	745	69.2
To understand currents trends and situations	824	76.6
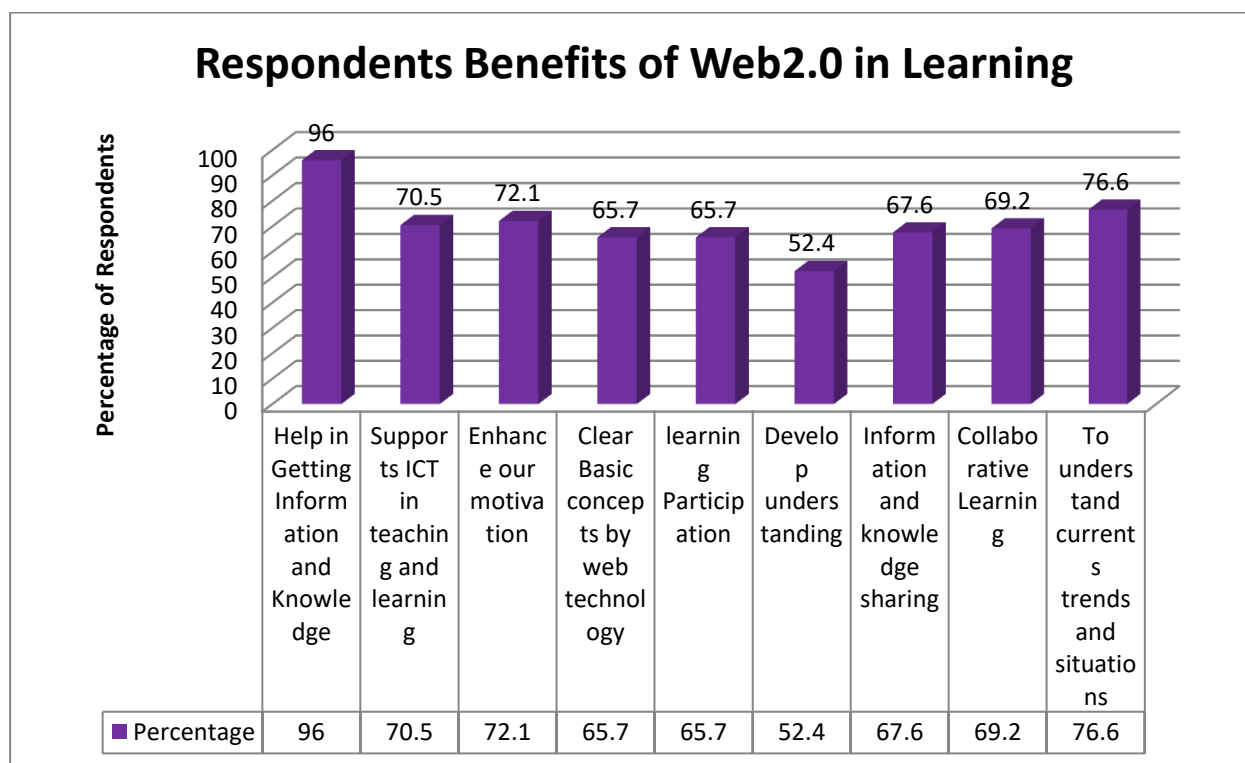
Figure no. 7.

VIII.   RESULTS AND DISCUSSION

As above study from total users sample, 50% students are visiting daily to the Library website; and 28.81% students are visiting rarely of the students are visiting library website. There is no negative remark that, not a single one to visiting the Library Website. Also for the next question, it is found that, 83.92% responded as they have visited 75.84% had to update themselves about Library. It means most of the students are visiting the Library website and are connected to the Library online. Also, to access e- resources 72.68% students responded to search WEBOPAC.

About the users who spent time on social networking sites or web 2.0 tools, as we see in society, using the social networking is the need of his/ her prestige or it is common in society's, peoples spend lot of times on web 2.0 tools, here we have studies university students and found that, 83.46% students are familiar and using the web 2.0 tools and they are spending 1-2 hour on social sites, or web 2.0 tools. As concerned with the popularity of the web 2.0 tools among the respondent, out of 92.5 % of the students are, using the Facebook. It is observed that, most popular web 2.0 tools are Facebook among the users as well as, second most popular is what's up and then you tube 83.0% and very less use of the web 2.0 tools is Telegram. Also podcast and Vodcast is not much popular.

Users web 2.0 tools using Purposes can be converted in to or Related to Library Information services by the users there are already available on the web 2.0 platform so this is needed to Library professional to convert Library services accordingly towards Library Online services. It shows that, most of the users responded that, friendly communication is the purpose of the users as 90% users use these tools for the friendly communication with the friends after that, Knowledge sharing is another purpose which is responded by 89.7 % respondents, and nearby that purpose another self-Entertainment purpose uses of these tools are important to see here. Also, web services access is another purpose of the web 2.0 tools. 66% of the respondent says that, for news and invention video learning. Personal communication 54.3%, Event Celebration 56.7%, Books and article reading and reviews 55%, Discuss new Idea 58.6%, are purposes of using these tools. Other purposes are the sharing Journals articles, 43.6% and Chatting, 44.6 %. Also, Purposes like, Interactive Learning, 36.2%, Reading Recent News 32.9%, sharing Books articles 39.7%, Publish news 23.2%, Publish article 22.1% for the purpose of reference 27.0% are using these webs 2.0 tools.

Above all purposes, that users are searching accessing the web 2.0 tools, these are the basic human personality development soft skill and from to save the users interest and need, therefore, Library professional, need to develop the

interest, in the developing them to boot their knowledge and skill packages and divert them toward our institution's website or web 2.0 tools. So far, to convert these tools services for the students as an opportunity in to users' employability and enriching them with knowledge and skills.

Also Concerning about, the benefits from these free web 2.0 tools uses, users responded that, the 96.0% respondent says that, it is helpful in getting the Information and Knowledge, and to understand the currents trends and situations 76.6%, It, also benefited that, to enhance motivation 72.1%, ICT support to Teaching and Learning 70.5% users benefited, Information and Knowledge sharing 67.6 % respondent are benefited, to clear basic concept and learning participation responded by 65.7 %. Also, to develop understanding about the society views has responded 52.4%. As above results, students are already using the web 2.0 tools and benefited and impacted about the web 2.0 tools, only it needed to develop the packages for them according to their need and human skill development. Most of the student wants to get above as information and knowledge, motivation, e learning, to get knowledge sharing, understand the social issues.

a. Suggestion and Recommendations

1. Libraries role should be proactive towards use of the web 2.0 tools and social media.

2. To Create the Web pages on Social Media and Web 2.0 tools.

3. Most of the users are available on web 2.0 tools, so trace and collect in to groups.

4. To Aware the students by grouping them to our institution social media, page or channel towards the

5. To develop the learning Packages for the students, according to their need and requirements.

6. To develop various groups on social media to same interest and set target to achieve the respected goals.

7. To provide them reading material or to develop the tools apps, to achieve their knowledge and skills.

8. Students are aware and ready to use and available on social media and web 2.0 tools we have to divert themon proper direction as learning the skill development.

b. Conclusion

Users need, and expectations are increasing day by day. Demand of the information is changing from print to digital, reference to product oriented and descriptive to objective and skill oriented. Stack holder Libraries need to develop services and product according to user's requirement. Web 2.0 tools and applications has impacted on University Library user's daily life these tools has consumed users time and labor. Therefore, professionals require creating user oriented and web 2.0 based or application of web 2.0 in libraries play important role to reach targeted users.

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