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## **AWARENESS OF WEB 2.0 APPLICATION IN SERVICE DELIVERY IN FEDERAL POLYTECHNIC LIBRARY BAUCHI**

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### **Abstract**

*Web 2.0 applications to library services are aimed at enhancing the provision of relevant and cost-effective information resources for quality education and research. Despite the richness of these web applications and their enormous impact on library and information services as recorded in the developed world, Nigerian academic libraries are yet to deploy and overcome the challenges of active participation in the application and use of these new technologies to library services. Web 2.0 is a very popular and powerful form of social communication among the present generation. It is an open platform for free and unrestricted conversation between millions of people worldwide without any borders. In the view of the above, Web 2.0 is focused on the ability for people to collaborate and share information online via social media, blogging and Web-based communities. Kapla & Heanlein (2011) define social media as a group of internet based application that build on ideological and technological foundation of web 2.0 and that allows the creation and exchange of users general content, captures the key terminology. Web 2.0 are modern interactive communication channels through which people connect to one another, share ideas, experience, pictures, messages and information of common interest. Web 2.0 social media platform sites offer many advantages and usefulness. They can be used to increase sales, educate, meet new friends or old ones and even as a tool to communicate with general public. They provide a platform for a user with no physical friend in the real word to have lots of friends on social media, without ever meeting them, Collin, James, Jared, Stuart L. (2011). The web 2.0 in library helps in communication with user, marketing*

*of library service, user education, creating awareness of library resources, connecting with other libraries and library staff, getting feedback of library and it's services etc. According to Adewaja (2014) the objectives of Universities libraries in using web 2.0 are to promote library service, to provide better access to information, get feedback from users.*

**Keywords:** Awareness, Web 2.0, Application, Service Delivery, Federal Polytechnic Library Bauchi.

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## INTRODUCTION

Web 2.0 is the name used to describe the second generation of the World Wide Web, where it moved static HTML pages to a more interactive and dynamic web experience. Web 2.0 signaled a change in which the World Wide Web became an interactive experience between users and Web publishers, rather than the one-way conversation that had previously existed. It also represents a more populist version of the Web, while new tools made it possible for anyone to contribute, regardless of their technical knowledge.

Web 2.0 applications to library services are aimed at enhancing the provision of relevant and cost-effective information resources for quality education and research. Despite the richness of these web applications and their enormous impact on library and information services as recorded in the developed world, Nigerian academic libraries are yet to deploy and overcome the challenges of active participation in the application and use of these new technologies to library services.

Despite the importance of web 2.0 tools by librarians in service delivery, it is not certain whether the students are aware of all types of web 2.0 platform. However, Welat (2011) identified different types of web 2.0 platform such as wikis, blogs, social networking and podcasting. Popular websites are web 2.0 sites such as Wikipedia, face book, twitter, YouTube, Flickr, Wechat, Pam chat, 2go, Instagram, Instant messaging, Pinteres and LinkedIn e.t.c, But it is not certain whether the students are aware of all types of popular web 2.0 platform in service delivery, consequently, web 2.0 is associated with so many negative attributes such as fake news, phonography, fraud, stealing of identity etc.

Web 2.0 is a very popular and powerful form of social communication among the present generation. It is an open platform for free and unrestricted conversation between millions of people worldwide without any borders. In the view of the above, Web 2.0 is focused on the ability for people to collaborate and share information online via social media, blogging and Web-based communities. Kapla & Heanlein (2011) define social media as a group of internet based application that build on ideological and technological foundation of web 2.0 and that allows the creation and exchange of users general content, captures the key terminology. Web 2.0 was first and social media has grown out of Web 2.0 and the creation of the user-generated web. You can refer to social media as a Web 2.0 innovation, but referring to Web 2.0 as social media is incorrect because it ignores all its less social aspects, such as blogs, YouTube and so on.

Web 2.0 has become very important and has improved the library profession tremendous in Nigeria. However, overtime Professional group started to spring up with time, the library profession had own group with the sole purpose of sharing ideas and gathering first information regarding to profession. The first library professional group was Nigerian Library Association (NLA) forum (Kapla & Heanlin 2011).

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Awareness simply refers to knowing and understanding allot about something that is happening in the world or around some one. Awareness knowing about

something that exists or understanding of a situation or subject of the present time based on information or experience. (Anti & Hiauzu, 2011). Awareness of students toward the use of web 2.0 in service delivery varied according to libraries, some libraries are aware than others, they feel and recognized the being that does the perceiving. According to Halen (2011), awareness of web 2.0 is pre requisite to students toward the use of web 2.0 in service delivery.

Perception is the process or ones capacity to attain awareness and understanding his internal and external environment based on interpretation, selection and organization of different type of web 2.0 (social media platform). The students perception involve the feelings, approach, impression, opinion or understanding based on what is observed by students towards the use of web 2.0 social media in service delivery. Nevertheless, not every student in developing country are aware & have positive perception towards the use of web 2.0 platform in service delivery, as such their awareness and perception towards the use of web 2.0 for promoting library service is still unknown. The rationale behind the choice of the subject matter, (web 2.0) is to expose students to the benefit of web 2.0 in service delivery. Which will helped students to use the available tools in other to interact with the library and also provides a channel to share, collaborate, and disseminate their activities between student and library in a particular subject. So, there is the need for students to equip themselves with the skills needed to meet up with the demand of their sophisticated tools through the use of web 2.0 platform in service delivery.

### **Statement of the Problem**

Web 2.0 platform is the global trend now in Nigeria, the invention of web 2.0 to the world, the purpose of web 2.0 describe the second generation of the world wide web, where it moved static HTML pages to a more interactive and dynamic web experience. Overtime, particularly by the 21<sup>st</sup> century, the grouping of individuals into specific group emerge professional group started to spring up with time, the library profession had own group either the sole purpose of sharing ideas and gathering information regarding to profession, libraries should play important role in educating clients about the new technologies and the social networking skills.

Despite the importance of web 2.0 tools by librarians in service delivery, it is not certain whether the students are aware of all types of web 2.0 plat form. However, Welat (2011) identified different types of web 2.0 platform such as

wikis, blogs, social networking and podcasting. Popular websites are web 2.0 sites such as Wikipedia, face book, twitter, YouTube, Flickr, Wechat, Pam chat, 2go, Instagram, Instant messaging, Pinteres and Linkedin e.t.c, But it is not certain whether the students are aware of all types of popular web 2.0 platform in service delivery, consequently, web 2.0 is associated with so many negative attributes such as fake news, phonography, fraud, stealing of identity etc.

### **Research Objectives**

The main objective of this study is to examine the awareness and perception of students towards use of web 2.0 in delivery of service in Federal Polytechnic Bauchi library.

1. To determine the students awareness on web 2.0 platform in Federal Polytechnic Bauchi library.
2. To determine the students perceptions towards the use of web 2.0 platforms in Federal Polytechnic Bauchi library.
3. To determine the various types of web 2.0 platforms available in service delivery in Federal Polytechnic Bauchi library.
4. To identify various Challenges associated with of web 2.0 platform in service delivery.

### **Research Question**

The research seeks to provide answer to these question, the following questions were pose to guide this research:

1. What is the student's awareness towards the use of web 2.0 platform in service delivery under study?
2. What are the student's perceptions towards the use of web 2.0 platform in service delivery?
3. What are the various types of web 2.0 platform available in service delivery?
4. What are the challenges associated with of web 2.0 platform in service delivery

### **Significant of the Study**

The finding of the study would contribute to existing literature and body of knowledge and as reference for future research, the finding would be of benefit

to students the librarian and the federal polytechnic library Bauchi. The finding of the study would also improve students skills in other to compute and work effectively with counterpart in other developed countries all over the world. The finding of this study also would enlighten students on the importance of web 2.0 platform in service delivery.

### Scope and Delimitation

The limitation of the study is that little research exist in Nigerian context on web 2.0 .Thus the greatest part of the relevant literature comes from developed nations and may not truthful explain the situation in Federal Polytechnic Bauchi and Nigeria at large.

### METHODOLOGY

Okon (2007) defined research design as a plan or blue print which specifies how data relating to a given problem should be collected and analyzed. Aina (2008) stressed that in cross-sectional survey design, opinions of individuals are collected at one point and comparisons are made between the sub-group and is a cheap method of collecting data and it can be accomplished within a relatively short time. The area of the study is Federal Polytechnic Library, Bauchi located within Bauchi metropolis along Bauchi- Dass road.

Abdulsalam, 2005), is a set of all elements, objects or events that are of concern for a given study. The target population of this study comprise of **3018** students who are duly registered with the Library in Federal Polytechnic Library

Table 3.1

S/N	Category of students	Population
1	HND I students	861
2	HND II students	720
3	NDI Students	680
4	NDII students	757
	<b>TOTAL</b>	<b>3018</b>

Source: preliminary study conducted

### Sampling Techniques

There are different sampling techniques that one can use in selecting a sample from a population. These are random sampling, systematic, stratified etc. According to Dawson (2000) stated that, sample technique is a process whereby researchers usually draw conclusions about large groups by taking a sample as a segment of the population.

The sample drawn from the target population of HNDI and NDI the sample size for this study adopted from the sample table of krejcie and morgan (1970) as cited by Cohen, marion (2005) according to the table, the population of 3018 for under 1600 and therefore has samples of 310 to be selected. A total of 310 copies of the instruments were distributed based on the percentages of the target population.

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The research instrument that was used for this study is self-developed questionnaire. This instrument is intended to obtain relevant information, the opinion of the respondents in order to provide satisfactory answer to the research questions alongside the objectives of the study. Questionnaire is made up of closed-ended questions. A 4 point type data scale response mode will also be used.

### Data Analysis

#### Awareness of web 2.0 Application

1. What is your Awareness towards the use of web 2.0 Application you are familiar with in Federal Polytechnic Library, Bauchi?

**Table 4.3: Research question 1:**

S/NO	Awareness of web 2.0 Application	SA/A	U	SD/D
1	I am aware of blogs	190 (63.3%)	10	100 (33.3%)
2	Instant messaging (eg yahoo messenger, msn google talk etc	260	20	20

		(86.7%)		(6.7%)
<b>3</b>	Newsgroup/online is familiar to me	150 (50%)	20	130 (43.3%)
<b>4</b>	Whatsapp is very familiar to me	290 (96.7%)	0	10 (3.3%)
<b>5</b>	I am aware of Facebook	250 (83.3%)	5	45 (15%)
<b>6</b>	Twitter is familiar to me	180 (60%)	10	110 (36.7%)

**Key;** SA= strongly Agree, A= Agree, U=Undecided, D=Disagree and SD=strongly Disagree

Strongly Agree and Agree was collapsed, and Strongly Disagree and Disagree was collapsed together. This is in order to avoid repetitions because strongly Agree /Agree denote positive and strongly Disagree/Disagree denote negative. Table 4.3 above presents the respondents response on I am aware of blogs wit190 (63.3%) were in agreement of being aware of blogs, only 100(33.3%) were in disagreement with the statement. Similarly, Instant messaging (eg yahoo messenger, msn google talk etc 260(86.7%) of the respondents indicated their agreement to the statement while 20(6.7%) of the respondents had disagree with the statement, Newsgroup/online is familiar to me 150(50%) respondents agreed to the statement while130(43.3%)of the respondents disagree with the statements, Whatsapp familiarity with 290(96.7%), there was no disagreement with the statement, while on Facebook awareness 10(3.3%) respondents response was to Agreement to aware but for 250(27.4%), while 45(15%) respondents disagree with the statement. Twitter awareness 180(60%)respondents agreed to the statement while 110(36.7%) respondents disagree with the statement respectively.

### Perception on web 2.0 Application

2. What is your perception toward using web 2.0 Application in Federal Polytechnic Library Bauchi?



**Table 4.4 perception of web 2.0**

N/O	perception toward using web 2.0 Application in Federal Polytechnic Library	SA/A	U	SD/D
<b>1</b>	I find web 2.0 technologies easy to use	160 (53.3%)	20	120 (40%)
<b>2</b>	Web 2.0 technologies are reliable for teaching	55 (18.3%)	5	240 (80%)
<b>3</b>	Web 2.0 technologies makes it easy for me to collaborate to with my colleagues	130 (43.3%)	10	160 (53.3%)
<b>4</b>	Web 2.0 technologies make teaching easy	185 (61.6%)	5	110 (36.7%)
<b>5</b>	Web 2.0 technologies help me accomplish my teaching task more quickly	220 (78.3%)	5	75 (25%)

**Key;** SA= strongly Agree, A= Agree, U=Undecided, D=Disagree and SD=strongly Disagree

Strongly Agree and Agree was collapsed, and Strongly Disagree and Disagree was collapsed together. This is in order to avoid repetitions because strongly Agree /Agree denote positive and strongly Disagree/Disagree denote negative. Table 4.4 above presents the respondents response on Web 2.0 technologies easy to use solidly on perception towards the use of web 2.0 in service 160(53.3%) respondents response agree to the statement, while 120(40%) respondents disagree with the statement, Web 2.0 technologies are reliable for teaching 55(18.3%) respondents agree to the statement but the majority with 240(80%) respondents responded disagree respectively. followed by Web 2.0 technologies makes it easy for me to collaborate to with my colleagues 130(43.3%) respondents agree to the statement while 160(53.3%) respondents disagree with the statement Web 2.0 technologies make teaching easy constituted 185(61.6%)respondents agree with the statement while 110(36.7%) respondents disagree with the statement, and Web 2.0 technologies help me accomplish my teaching task more quickly 220(73.3%)respondents agree with the statement while 75(25%)respondents disagree with the statement respectively.

### Types of web 2.0 Technology

3. What are the Types of web 2.0 Technology Available in Federal Polytechnic Library Bauchi?

**Table 4.5: Availability of web 2.0**

S/NO	Types of web 2.0 Technology Available in Federal Polytechnic Library Bauchi	SA/A	U	SD/D
i.	Blogs	40 (13.3%)	20	240 (80%)
ii.	Instant messaging (e.g. yahoo messenger, msn Google talk etc).	215 (71.7%)	15	70 (23.3%)
iii.	Newsgroup/online forum	180 (60%)	10	110 (36.7%)
iv.	Podcasts/webcasts/podcasts	-	-	-
v.	RSS Feeds	-	-	-
vi.	Facebook	225 (75%)	1	74 (24.7%)
vii.	MySpace	-	-	-
viii.	Twitter	188 (62.7%)	-	112 (37.3%)
ix.	WhatSapp	270 (90%)	5	25 (8.3%)

Table 4.5 above presents on Blogs only 40(12.9%) respondent's response was agree while 260(83.8%) respondents response was disagree, Instant messaging (e.g yahoo messenger, msn google talk etc constituted with 220(70.9%) respondents response was agree with the statement and 80(25.8%) respondents response disagree with the statements followed by facebook with 225(72.5%) respondents response agree while 75(24.1%) respondents was disagree with the statement, WhatSapp with a frequency of 50(16.7%) Twitter constituted 25(8.33%), Blogs with 22(7.33%), Newsgroup/online forum with 18(6%) and 5(1.7% goes for myspace, Podcasts/webcasts/vodcasts and RSS Feeds has no frequencies and percentages in service delivery.

### Problems hindering the Utilization of web 2.0 Application

What are the Problems hindering the Utilization of web 2.0 platform in service delivery in Federal Polytechnic Library Bauchi?

**Table 4.6: Problems Hindering the utilization of web 2.0 Application**

S/N	Problems hindering the Utilization of web 2.0 platform in service delivery in Federal Polytechnic Library Bauchi	SA/A	U	SD/D
1	Web 2.0 is very costly	240 (80%)	5	55 (18.3%)
2	Lack of maintenance culture	200 (66.7%)	25	75 (25%)
3	Negative attitude of staff and students	290 (96.7%)	10	-
4	Inadequate power supply	280 (95%)	10	10 (3.3%)
5	Inadequate Skills for utilization of web 2.0	143 (47.6%)	7	150 (50%)
6	Web 2.0 is complex to use	122 (40.6%)	8	180 (60%)
7	Web 2.0 is not satisfying my information needs	200 (66.7%)	30	70 (23.3%)
8	Network fluctuation	255 (85%)	-	45 (15%)
9	Lack of adequate manpower	120 (40%)	10	170 (56.7%)
10	Lack of Security	-	-	-

**Table 4.6 above** Showed that web 2.0 is costly 240(80%) respondents agree with the statement while 55(18.3%) respondents disagree with the statements, Lack of adequate maintenance respondents responses agree with the statement with 200(66.7%) and respondents disagree with 75(25%), Negative attitude of staff and students, respondents agree with the statement constituted 290(96.7%)responses there was no response on disagree to the statement,

Inadequate power supply follows with 280(95%) agree with the statement and only 10(3.3%) disagree with the statement, Web 2.0 is complex to use only 143(47.6%) agree with the statement while the highest respondents constituting 150(50%) disagree with the statement, Inadequate Skills for utilization of web 2.0 constituted 122(40.7%) agree with the statement while 180(60%) respondents disagree, Web 2.0 is not satisfying my information needs 200(66.7%) respondents agree with the statement, while 70(23.3%) respondents disagree with the statement respectively, while Network fluctuation with 255(85%) and 45 (15%) agree with the statement while Lack of adequate manpower, respondents response on agree with 120(40%) and 170(56.7%) respondents disagree respectively.

### **Discussion of Major Finding**

The study investigates students' perception towards the use of web 2.0 in service delivery in Federal Polytechnic Library Bauchi. The discussion is based on four research questions. A quantitative methodology, using cross sectional survey design. Three hundred and ten (310) questionnaire was administered to respondents, out of which three hundred ( 96.7% ) were returned and found useful.

On awareness of web 2.0 Application in service delivery in Federal Polytechnic library Bauchi , the study found out that the students agree that they are aware of web 2.0 Application in service delivery. The study contradict the view of Talja ( 2013 ) who said that students are not aware of the web 2.0 Applications. On the types of web 2.0 Application available the study found the following types which include facebook , whatsapp ,you tube , blogs e.t.c. The study confirmed the study of Welat (2011), types of web 2.0 in service delivery include facebook ,twitter, e.t.c. The findings of the study on students perception towards the use of web 2.0 revealed that students have positive perception towards the use of web 2.0 Application in service under study. Dill & Charlene (2014) found out that, students have positive perception towards the use of web 2.0 application in service delivery. The findings revealed that the majority of the respondents indicated that network problems as the challenge associated with the use of web 2.0. The finding of the study also confirmed by Ezeani &

Igwes (2012) which include erratic power supply, band with problem , lack of awareness and internet connectivity e.t.c.

### **Summary of findings**

The study found the following:

1. Students are aware of web 2.0 application in service delivery.
2. Types of web 2.0 applications available by students under the study include: Facebook, WhatsApp, Snapchat, Twitter, Instagram, we chart, YouTube, e.t.c
3. The perception of students towards the use of web 2.0 application was positive and very high.
4. The following are the challenges associated with the use of web 2.0 application in service delivery include: epileptic power supply, lack of awareness, network problem, privacy concerns, bandwidth problem, technophobia, lack of maintenance culture, lack of training of staff, government intervention, copyright issue, inadequate technology.

### **Conclusion**

In conclusion, it is important to know that web 2.0 application are very important in service delivery used for the success of every academic and research activity in the Polytechnic education. It was found from the study that students have web 2.0 application site in other to interact with users and show them what the library has in their collection.

The study further shows that students of Federal Polytechnic library Bauchi are aware of the web 2.0 application in service delivery and have positive perception towards the use of web 2.0 application. Despite the various challenges associated with web 2.0 application, the most predominant challenge found by the study is less concerns of the Federal Polytechnic library management. While the major challenge found by the study are lack of awareness, epileptic power supply and copyright issue. In view of the above, Polytechnic library need to be more active in the provision of better and improve service to users.

## Recommendation

Based on the findings of the study and conclusions drawn, the following recommendations were made:

1. The library management should use other types of web 2.0 such as Instagram , Snap chat , Wechat e.t.c
2. The management of the Federal polytechnic should ensure the adequate provision of web 2.0 network.
3. The library management should provide alternative source of power.
4. The library management should train their staff in the area of ICT.

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