Information Services and Web 2.0: New Challenges and Opportunities

Yaşar Tonta
Hacettepe University
Department of Information Management
tonta@hacettepe.edu.tr
yunus.hacettepe.edu.tr/~tonta/
Outline

• Digital natives, digital immigrants
• What is Web 2.0?
• What is Library 2.0?
• Opportunities
• Challenges
• Conclusion
It is amazing to me how in all the hoopla and debate these days about the decline of education in the US we ignore the most fundamental of its causes. Our students have changed radically. Today’s students are no longer the people our educational system was designed to teach.

Today’s students have not just changed incrementally from those of the past, nor simply changed their slang, clothes, body adornments, or styles, as has happened between generations previously. A really big discontinuity has taken place. One might even call it a “singularity” – an event which changes things so fundamentally that there is absolutely no going back. This so-called “singularity” is the arrival and rapid dissemination of digital technology in the last decades of the 20th century.

Today’s students – K through college – represent the first generations to grow up with
Digital Citizenship Test

2. Do you (not your kids or grandkids) own an ipod?
3. Have you tried out a Wii? What game do you like the best?
4. Do you use a smart phone for video, email, photo?
5. Do you Blog? Do you learn?
6. Do you know who “Lonely Girl 15” is?
7. Can you name 3 popular ways to watch TV shows without a TV?
8. Have you ever WiFi’d in Starbucks?
9. Do you know the importance of “mashup” sites? Have you competed in a Mash Up competition?
10. What does MID mean?
11. What is more collaborative Sharepoint or Wiki and what is the difference?

Source: Fred Stein, Digital Immigrants, Digital Natives and the Information Age
The Digital Immigrant – Digital Native

Where are you on the digital immigrant to native continuum?

**Digital Immigrants**

- Assumes and Demands “Connectiveness”
- Is Comfortable with and Demands Mobile Social Software

**Digital Natives**

- Totally wired.....
- ...totally digital
- ...able to multi-task......
- ...totally mobile (data, video, voice)
- ...doesn’t know “LPLP” or “vinyl”
- Uses Wireless handheld computer with maps
- Uses RSS to make the web personnel
- Uses “Pipes” to customize applications
- Uses Social Networks
- Uses social software

**Why do DN like Social Networks?**

**Why do DN use Social Bookmarks?**

Source: Fred Stein, Digital Immigrants, Digital Natives and the Information Age
What is Web 2.0?

Design Patterns and Business Models for the Next Generation of Software

by Tim O'Reilly
09/30/2005

The bursting of the dot-com bubble in the fall of 2001 marked a turning point for the web. Many people concluded that the web was overhyped, when in fact bubbles and consequent shakeouts appear to be a common feature of all technological revolutions. Shakeouts typically mark the point at which an ascendant technology is ready to take its place at center stage. The pretenders are given the bum's rush, the real success stories show their strength, and there begins to be an understanding of what separates one from the other.

The concept of "Web 2.0" began with a conference brainstorming session between O'Reilly and Mediativo International. Dale Dougherty, web pioneer and O'Reilly VP, noted that far from having
Web 2.0 definition

- World Wide Web technology and web design that aims to enhance creativity, information sharing, and, most notably, collaboration among users.
- Development and evolution of web-based communities and hosted services, such as social-networking sites, wikis, blogs, and folksonomies.

Source: http://en.wikipedia.org/wiki/Web_2.0
Characteristics of Web 2.0

- rich user experience
- user participation
- dynamic content
- metadata
- web standards and scalability
- openness
- freedom
- collective intelligence by way of user participation

Source: http://en.wikipedia.org/wiki/Web_2.0
• "The Medium Is The Message ... The Audience Is The Content"

(McLuhan, 1964)
The Web As Platform

Web 2.0 Meme Map

Flickr, del.icio.us: Tagging, not taxonomy
PageRank, eBay reputation, Amazon reviews: user as contributor
Gmail, Google Maps and AJAX: Rich User Experiences
Google AdSense: customer self-service enabling the long tail
Wikipedia: Radical Trust
BitTorrent: Radical Decentralization

Examples of Web 2.0 Technologies
Commoncraft’s Plain English Videos

- www.commoncraft.com
- Wikis in Plain English (3’52” video)
- RSS in Plain English (3’44” video)
- Twitter in Plain English (2’20” video)
- Social Bookmarking in Plain English (3’25’ video)
- Social Networking in Plain English (1’50’’)
- Blogs in Plain English
- Photosharing in Plain English (2’50’’)

“A wiki is a freely-expandable collection of interlinked Web 'pages’, a hypertext system for storing and modifying information - a database, where each page is easily editable by any user … .”

(Leuf and Cunningham 2001, 14)

• Wikis in Plain English (3’52” video)
Blog for BBY310: Information Systems Design (an undergrad course)

20 Mayıs 2008 Salı

Yeniden tasarım ödevleri
Merhaba:
Yeniden tasarım ödevlerinizi ve diğer bütün çalışmalarınızı değerleendirdim. Denemelerinize ve yeniden tasarım ödevlerinizi Bölümé yolunuz düştüğünde alabilirsiniz.
Sınavlarınızda başarılar.
yazar

GÖNDEREN YAŞAR TONTA ZAMAN: 16:51 YORUM
RSS Feeds

• Feeds are documents used to transfer frequently updated digital content to users.
• This content ranges from news items, weblog entries, installments of podcasts, and virtually any content that can be parceled out in discrete units.
  – You syndicate, or publish, content by producing a feed to distribute it.
  – You subscribe to a feed by reading it and using it.
  – You aggregate feeds by combining feeds from multiple sources.

Source: http://mashupguide.net/1.0a/858Xch04.pdf
RSS feeds of Flickr photos that are tagged with “Silivri” (hometown nearby Istanbul)

It notifies me whenever a new picture with the tag “Silivri” is uploaded to Flickr by anyone.
Yahoo! Pipes (Hacettepe)

You are viewing a feed that contains frequently updated content. When you subscribe to a feed, it is added to the Common Feed List. Updated information from the feed is automatically downloaded to your computer and can be viewed in Internet Explorer and other programs. Learn more about feeds.

Subscribe to this feed

Half of Parliament’s smokers determined to quit with new bill - Today’s Zaman

News items on my university (Hacettepe) from different sources are gathered and fetched to my default iGoogle page.
Instant Messaging (IM)

• Software provided by AOL, Yahoo!, MSN and Google
Tagging, Bookmarking and Social Networking Sites

- Del.icio.us: www.del.icio.us
- Flickr: www.flickr.com
- CiteULike: www.citeulike.org
- Connotea: www.connotea.org
- LibraryThing: www.librarything.com
- TagCloud: www.tagcloud.com
- Yahoo's MyWeb: http://myweb.yahoo.com
- ...
Figure 6: The relTag microformat was adopted rapidly by the blog community, growing to 20M tagged posts in 6 months. Taken from a video visualization by Carnegie Mellon researchers [2].

Source: Khare & Çelik, 2006
19 social bookmarking sites compared

<table>
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<tr>
<th>Social bookmarks' charts version 3.5</th>
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</thead>
<tbody>
<tr>
<td>This is an interim version, with some mistakes and updates (especially delicious, corrino, boingnet, and simpy) corrected. The next edition (number 4) will contain at least three more services (see below). As I said before, maybe there are some points I don't notice, or there are some mistakes. And features change quickly.</td>
</tr>
</tbody>
</table>

| Source: www.irox.de/file_download/3 |
(pictures tagged with “bosphorus” and its location on the Google Map)
Twitter

What is Twitter?

Twitter is a service for friends, family, and co-workers to communicate and stay connected through the exchange of quick, frequent answers to one simple question: What are you doing?
Twitter (cont’d)

Broadcasting what you are doing at any given moment (like sending postcards all over the world whenever you wish)
Mashups / Remixes

pulling together data from different sites and merging content

client- and server-side

Full-text of the book is available at http://blog.mashupguide.net/toc/
$1600 / 1br - Sunny Remodeled One Bedroom in Gourmet Ghetto (berkeley north / hills) (map)

Reply to: manager@unapartments.com
Date: 2008-05-19, 5:20PM PDT

Large, sunny one bedroom apartment located in the Gourmet Ghetto just minutes from cafes, restaurants, grocery stores, and coffee shops. Easy access to BART, public transportation, downtown, and just minutes from UC Berkeley campus northside. We have just completely remodeled the entire building: New roof, exterior and interior painting, new carpet, bedroom windows, lighting inside and out, remodeled lobby, and more 3 units available: 3rd floor quiet side of building, remodeled, $1650 Avail. June 3rd 2nd floor, Shattuck side, great view, fully remodeled, $1600, Avail. Mid-June 1st floor with Balcony, Shattuck side, fully remodeled, $1600 Avail. July 1st Also have a 2 bedroom unit for $2000, fully remodeled, Shattuck Side.
• **Library 2.0** reflects a transition within the library world in the way that services are delivered to users.

• **Library 2.0** attempts to harness the library user in the design and implementation of library services by encouraging feedback and participation.

• The **Library 2.0 model** offers bi-directional service and increases flow of information from the user back to the library.

Source: [http://en.wikipedia.org/wiki/Library_2.0](http://en.wikipedia.org/wiki/Library_2.0)
Library 2.0 Meme Map

1. User-centricity
2. Technology-savvy environment
3. Reaching of the patrons long tail
4. Content for more than one device
5. Component-based software, not monolithic ILS
6. Constant change
7. Use of Web 2.0 apps and services
8. Open standards

Source: http://www.flickr.com/photos/42538191@N00/113222147/
Figure 4: Academic Library 2.0 Concept Model, Detailed

KEY
underlined = physical
uppercase = virtual
interactions or spaces can be
both
non-italics = spaces
italics = interactions

Social
CONVERSING
FLIRTING
GOSSIPING
CHATTING
JOKING

Library
SHARING
ANNOTATING
CONTRIBUTING
REMXING
TEACHING
COLLABORATING
JOKING
CHATTING
LEARNING
MASHINGUP

Academic
Classrooms
Office hours
Lectures
Seminars
COLLABORATING
LEARNING
ANNOTATING
TEACHING
NOTE TAKING
LISTENING

Dorms
Bars
Parties

FACEBOOK
INSTANT MESSAGING
TEXTING/SMSS
BLOGS
WIKIS

Study rooms
Computer labs
Info. Commons
Cafes
IM, VR, ETC.
BLOGS
WIKIS
FLICKR
OPACS

BLACKBOARD
REGISTRATION SYSTEMS
BLOGS
WIKIS
WEBSITES
LISTSERVS

Informal
Fun

Intimate
Loose power structures
Peer communications

Formal
Serious

Guardsd
Hierarchical power structures
Scholarly communications

Source: Michael C. Habib, Toward Academic Library 2.0: Development and Application of a Library 2.0 Methodology
http://www.flickr.com/photos/habibmi/318027173/in/set-72157594247454511/
Web 2.0 in Library 2.0

- Diffusion
- Concentration

Lorcan Dempsey’s blog: http://orweblog.oclc.org/archives/001556.html
Diffusion

- covers a range of tools and techniques which create richer connectivity between people, applications and data;
- support writers as well as readers;
- provide richer presentation environments;
- blogs and wikis; RSS; social networking; crowdsourcing of content; websites made programmable through web services and simple APIs; simple service composition environments; Ajax, flex, silverlight; and so on;
- Much of the library discussion of Web 2.0 is about 'diffusion', about a set of techniques for richer interaction. It is appropriate that libraries should offer an experience that is continuous with how people experience the web.

Source: http://orweblog.oclc.org/archives/001556.html
Concentration

• Involves major gravitational hubs (google, amazon, flickr, facebook, propertyfinder.com).
• Concentrates data, users (as providers and consumers), and communications and computational capacity.
• They build value by collaboratively sourcing the creation of powerful data assets with their users.
• The value grows with the reinforcing property of network effects: the more people who participate, the more valuable they become. And opening up these platforms through web services creates more network effects.
• These sites also mobilize usage data to reflexively adapt their services, to better target particular users or to identify design directions.

Source: http://orweblog.oclc.org/archives/001556.html
• Places where data needs to be concentrated to create value: aggregating user data across sites (e.g. counter data), or aggregating user created data (tags, reviews), or aggregating transactions (e.g. circulations, resolver clickthroughs).

• Motivations here are to drive business intelligence which allows services to be refined (e.g. how does my database usage compare to that of my peer group), to develop targeted services (people who like this, also liked that), to improve local services (e.g. add tags or reviews).

• These are examples where scale matters, where data may need to be concentrated above the individual library level.

Source: http://orweblog.oclc.org/archives/001556.html
User & library environments enmeshed

Source: http://orweblog.oclc.org/archives/001556.html
Applicable Web 2.0 technologies

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<th>Diffusion</th>
<th>Concentration</th>
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<td>- RSS</td>
<td>- Google</td>
<td>- User data</td>
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<td>- Wikis</td>
<td>- Amazon</td>
<td>- Tags</td>
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<td>- Blogs</td>
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<td>- Facebook</td>
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<td>- Twitter</td>
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<td>- ...</td>
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<tr>
<td>- Social networking</td>
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<tr>
<td>(Folksonomies)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Simple APIs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Mashups/Remixes</td>
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</tbody>
</table>

Source: http://orweblog.oclc.org/archives/001556.html
Examples of Library 2.0 Technologies
LIS Wiki

Welcome to the Library and Information Science Wiki, a free encyclopedia that anyone can edit!

'General Information'
Please see the about page for more on this cooperative. The other navigation links at left have some more information. This project launched on June 30, 2005, so a good deal of entries on library topics haven’t been created yet. Others have just gotten started. There are 1,370 articles so far.

Pioneers are needed to make edits; you can add content or form ontologies wherever you see a need. We also need your help advertising the site to potential users and editors. Spread the word!

Contributors: you may wish to create an account to keep track of your edits. Why?

To see articles, try the following options:
- A root category is available for browsing (NB.

Community News
Many thanks to everyone who has contributed to this project over the past few months. It has been interesting to see how categories and articles have developed.

Lurkers, now’s your chance to earn a Barnstar by sharing what you know! Whether you’ve got an old paper from library school that’s just collecting dust, a brilliant newsgroup post that went unheard, or just some knowledge about libraries that’s worth publishing, this is the place to do it.

Articles of Interest

RSS in the Library

• Dissemination of information about recently acquired info sources
• Informing users about this without them visiting the Library
• RSS links to databases and e-journal packages
Instant Messaging (IM)

- Internal use (e.g., collaboration between library personnel)
- External use (e.g., providing virtual reference services through IM)
Library Lookup Bookmarklet

Can't find your library on one of the lists? Try building your own bookmarklet.

Base URL: [http://library.metu.edu.tr](http://library.metu.edu.tr) (Example: [http://kscllib.keene.edu](http://kscllib.keene.edu))

Library Name: METU Library (Example: Keene Public Library)

- Innovative ([example](#))
- Voyager ([example](#))
- iPac ([example](#)) ISBN
- Sirsi/DRA ([example](#))
- Sirsi (WebCat) ([example](#))
- Sirsi/Web2 ([example](#))
- Talsis ([example](#))
- DS (UK) ([example](#))
- Pica ([example](#))
- Gaylord (Polaris) ([example](#))
- Gaylord (Polaris 3.0) ([example](#))
- Koha ([example](#))
The Library of Congress

The Commons
Your opportunity to contribute to describing the world's public photo collections.

Welcome!

LC asks users to describe what they see in the picture and enter tags.
PictureAustralia and the flickr Effect

PictureAustralia has expanded though an exciting partnership between the National Library of Australia and Yahoo!7’s flickr.

Titled Click and Flick, the initiative enables individuals to contribute their images to PictureAustralia (www.pictureaustralia.org) through Yahoo!7’s flickr, an online image repository where over two million users can store...
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<td>2000</td>
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What are you doing?

Add This: http://www.worldcat.org/oclc/50812281\&tab=details

Latest: Check out this SlideShare Presentation: Personalization of digital information servi... http://tinyurl.com/5crabt 6 days ago

yasartonta Check out this SlideShare Presentation: Personalization of digital information servi... http://tinyurl.com/5crabt 11:32 PM September 16, 2008 from web

yasartonta Check out this SlideShare Presentation: Libraries and Museums in the Flat World: http://tinyurl.com/5crabt 11:30 PM September 16, 2008 from web

yasartonta Check out this SlideShare Presentation: Balkan Ülkeleri Arasinda Bilimsel ve Kültürel... http://tinyurl.com/6pxojn 11:29 PM September 16, 2008 from web

yasartonta Check out this SlideShare Presentation: Web 2.0 Technologies http://tinyurl.com/5crabt 11:29 PM September 16, 2008 from web
Second Life
More than 3,000 mashups
GuruLib is an attempt to help organize home libraries. GuruLib fetches all cataloging information such as author and actor list, synopsis, genre, front cover etc. Either via Amazon database or from over 530 public or university libraries around the world.

APIs: Amazon eCommerce
Tags: books, library, videos

Added: 27 Sep 2006
Who: ranabasheer [Profile]
URL: http://www.gurulib.com

See Related Mashups
Bookwormz
Subject tags cloud, AquaBrowser, the front-end of the U. of Chicago Library)
U of Huddersfield Library Catalog

Fundamentals of forensic science / by Houck, Max M., Siegel, Jay A.

Subjects: Forensic sciences. (31 other items)
Criminal investigation (34 other items)


Notes: Includes bibliographies and index.
UHL catalog’s “Amazoogle”-like features

People who borrowed this item, also borrowed:
- Profiling violent crimes: an investigative tool (3rd edition, 2007) by Ronald M.
- Criminalistics: an introduction to forensic science (9th edition) by Saferstein, Richard
- The psychology of criminal conduct: theory, research and practice by Blackburn, Ronald

Items with the same or similar subject headings:
- Forensic analysis on the cutting edge: new methods for trace analysis (2007) by Blackledge, Robert D.
- Crime reconstruction (2007) by Chisum, W. Jerry
- Forensic examination of human hair (1999) by Robertson, J.
OCLC WorldCat search for “tonta”
Holding libraries of “Performance evaluation of Turkish search engines” by Y. Tonta
Different citation styles for “Performance evaluation of Turkish search engines” by Y. Tonta
Transfer of bibliographic info to Endote
Bibliographic info can be saved in user-created lists.
More choices
Everybody can open a WorldCat account.
Registered users can add their own tags to describe this item.
... and user-supplied tags become part of the OCLC WorldCat bibliographic record.
Türkçe arama motorlarında performans değerlendirme
by Yaşar Tonta; Yıltan Bitirim; Hayri Sever

Notes

Type the note in the space below. Read our content guidelines for more information.

Bu kitabin elektronik kopyası için bkz.

Electronic copy of this book is available free of charge at:

Please note: Your Find in a Library session expires after 1 hour of browser inactivity.
(Composing or editing text within this form is not recognized as browser activity.) Your work may not be accepted if it is not submitted within 1 hour of loading this page. Click the "Save and Continue Editing" button occasionally so your work is not lost.

Maximum characters: 20,000. You have 19724 characters remaining.

Submit Notes  Preview  Save and Continue Editing

Cancel and go back to details
... becomes part of the bibliographic record

Newly added note becomes part of the bibliographic record

TOC can also be added
Türkçe arama motorlarında performans değerlendirme
by Yaşar Tonta; Yıltan Bitirim; Hayri Sever

Table of Contents

Type the table of contents in the space below. Read our content guidelines for more information.

IÇİNDEKILER
ÖZET ..........................................................
SUMMARY .............................................
1 GİRİŞ ..................................................
2 BİLGİ ERIŞİM SİSTEMLERİ ..................
2.1 İÇERİK BELİRTEÇLERİ ....................
2.2 BELGELER ..................................
2.3 SORGULAR .....................................

Maximum characters: 20,000. You have 15880 characters remaining.

Submit Table of Contents  Preview  Save and Continue Editing
TOC becomes part of the bibliographic record

**Table of Contents**

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<td>2.2 BELGELER ...........................................</td>
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A book review can be added to the bibliographic record

Türkçe arama motorlarında performans değerlendirime
by Yaşar Tonta; Yıltan Bitirim; Hayri Sever

Your Review

Tell us what you think. Write a review of this item and share your opinions with others. Please be sure to focus your comments on the item. Read our content guidelines for more information.

1. How do you rate this item?
Select Rating: ▼

2. Please enter a title for your review:

Türkçe arama motorlarında performans değerlendirime

3. Type your review in the space below:


Maximum characters: 20,000. You have 19692 characters remaining.

Submit Review  Preview  Save and Continue Editing
URL of the book review that appeared in Türk Kütüphaneciliği
OCLC WorldCat info on other books by the author

Tonta, Yasar Ahmet.

**Overview**

- **Works:** 6 works in 11 publications in 2 languages and 124 library holdings
- **Classifications:** z095.1562, 025.k602

**Publication Timeline**

1990 — 2010

**Key**
- Publications about Yasar Ahmet Tonta
- Publications by Yasar Ahmet Tonta

**Most widely held works by Yasar Ahmet Tonta**

- **LCSH and PRECIS in library and information science: a comparative study** by Yasar Ahmet Tonta (Book)
  
  1 edition published in 1992 in English and held by 134 libraries worldwide
  
  Compares the performance of LCSH and PRECIS for the books published in 1987 in the field of library and information science in order to investigate the strengths and weaknesses of each system.
OCLC WorldCat info on other books by author (cont’d)

Most widely held works by Yasar Ahmet Tonta

LCSH and PRECIS in library and information science: a comparative study by Yasar Ahmet Tonta (Book)
1 edition published in 1992 in English and held by 134 libraries worldwide
Comparing the performance of LCSH and PRECIS for the books published in 1987 in the field of library and information science in order to investigate the strengths and weaknesses of each system.

An analysis of search failures in online library catalogs by Yasar Ahmet Tonta (Book)
4 editions published in 1992 in English and held by 12 libraries worldwide

Türkçe arama motorlarında performans değerlendirme by Yaşar Tonta (Book)
2 editions published in 2002 in Turkish and held by 3 libraries worldwide

Bilgi edinme özgürlüğü (Book)
1 edition published in 1996 in Turkish and held by 2 libraries worldwide

Internet and Electronic Information Management (Book)
2 editions published between 2003 and 2004 in English and held by 1 library worldwide
The number of information sources accessible through the Internet are ever increasing. Billions of documents including text, pictures, sound, and video are readily available for both scholarly and every-day use. Even libraries and information centers with sizable budgets are having difficulties in coping with this increase. More developed tools and methods are needed to find, filter, organize and summarize electronic information sources. This paper is an overview of a wide variety of electronic information management issues ranging from infrastructure to the integration of information technology and content, from personalization of information services to "disintermediation." It discusses the issues of description, organization, collection management, preservation and archiving of electronic information and outlines Davenport’s "ecological model" for information management and its components, namely, strategy, politics, behavior and culture, staff processes, and architecture.

Electronic information management = La gestion électronique de l'information (Book)
1 edition published in 2003 in English and held by 1 library worldwide

Audience Level

Other books
Co-authors

Audience Level

Audience level: 0.63 (from 0.67 for Turkey to 1.00 for an analysis.)

Related Identities

- HACETEPE UNIV ANKARA (TURKEY) DEPT OF INFORMATION MANAGEMENT
- Sever, Hayri
- Sever, Hayri
- Bitirir, Yilun
- North Atlantic Treaty Organization. Research and Technology Organization
- Celik, Ahmet
- Bitirir, Yilun
- North Atlantic Treaty Organization. Research and Technology Organization. Information Management Committee

Useful Links

- Library of Congress Authority File (English)

Associated Subjects

- Ceremonial
- Database searching
- Freedom of information
- Information resources management
- Information retrieval
- Information technology
- Online bibliographic searching
- Online library catalogs
- PRECIS (Indexing system)
- Subject headings, Library of Congress
- Web search engines
OCLC WorldCat is not limited with books

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<td>English</td>
<td>Book</td>
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Bibliographic record can be bookmarked and shared.
More social bookmarking and networking sites

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Can be added as Google Bookmark
Saving a bookmark on delicious
http://delicious.com/ytonta
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... with a comment attached
so that everyone in the Friends list of Y. Tonta can see it
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WorldCat

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search engines

The Invisible Web: uncovering information sources search engines can't see
by Chris Sherman - Published 2001
Includes bibliographical references (p. 397-399) and index.

The extreme searcher's Internet handbook: a guide for the serious searcher
by Randolph Hock - Published 2004
Challenges

• Resource-centric vs. relationship centric approach (Lagoze, 2000)
• Personalization
• Recommendation systems
• Merging user-created content with the standard content
• Social semantic Web (Web 3.0)
Web 3.0 = Web 2.0 + Semantic Web

- Social semantic Web
- Meaning
- Locating and fusing information automatically
- Performing basic reasoning

Greaves & Mika, 2008
Useful links

- **Web 2.0** - A YouTube video made by Michael Wesch explaining Web 2.0 (4'33”).
- Housingmaps (www.housingmaps.com)
- CommonCraft (www.commoncraft.com)
- Lorcan Dempsey’s weblog **On libraries, services and networks.** http://orweblog.oclc.org/
- Programmableweb. www.programmableweb.com
- See also links in slides
Information Services and Web 2.0: New Challenges and Opportunities

Yaşar Tonta
Hacettepe University
Department of Information Management
tonta@hacettepe.edu.tr
yunus.hacettepe.edu.tr/~tonta/