

Title: The revolution of the Web 2.0 in the library and information services

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Web 2.0 does not refer to an update of technical specification, but refers to a perceived second generation of web-based communities and hosted services, in other words the change in the ways software developers and the end-users use the web. Social-networking sites, social bookmarking, blogs, wikis and folksonomies facilitate the collaboration and sharing data between users. This new scenario is changing the behaviour of actors of biomedical information, both “providers” of information as librarians and information professionals and “users” of the information as doctors, patients and people in general.

The rapid growth of the Web 2.0 has forced the Library and Information Services departments to constantly adapt and transform their services while at the same time struggle with the many challenges related to the external information scene.

The possibility to better personalize tools and functions given by the Web 2.0, the dynamism of the rapidly moving environment of Web 2.0, opens new service opportunities.

Flexibility and easier and faster access to information are two of the advantages of the technologies of the Web 2.0. Another powerful advantage of Web 2.0 is communication. With Web 2.0, information can be pulled from a number of different places, and it can be personalized to meet the needs of our customer. Moreover Web 2.0 will allow our customer to communicate with each other and spread ideas rather than receiving their information from a single library source. Search facilities, social bookmarking services, and Wiki services are greatly appreciated by users.

Possible disadvantages of using Web 2.0 include: potential security and legal concerns e.g. copyright, data protection, etc., potential for data loss or misuse, reliance on third parties with whom there may be no contractual agreements, risk of spread low quality information.

The paper will give also some suggestions on the evaluation of the complexity of the subject.