

Benefiting from the hive: Folksonomy in technical libraries

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Internet librarianship, Library 2.0 and Webinomics are but few examples of the terms that have come to affect our Net-Centric existence. Cooperative organization of web-based resources or Folksonomy is yet another facet of this existence. While per se it deals with electronic based or Net-based materials, it is not totally in keeping with the fact that it does not cover the physical libraries. The present paper presents the experience gained in using Folksonomy and establishing a Library 2.0 system in a technical University Library. Using a variation of Referral Technical Research Service for a limited period, a 30 day snapshot of query language employed by the patrons was developed. A team poured over the data to analyze both the queries and the results in order to discern patterns. The pattern(s) were used to optimize tagging and services. The patrons intrinsic tagging behavior was incorporated into a collaborative tagging routine. Using a cognitive construct to better understand tagging relegation by the patrons, this tagging was extended to tangible library information assets. In essence, two levels of access was incorporated, one level being static and based on library practice, and the other being a level dynamically shifting based on the customer profile and cognitive style.

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