

## **Utilization of Library 2.0 in Public Libraries as an Efficient Library ServiceU with Special Reference to Selected Public Libraries in Kandy District**

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### **Abstract**

The public library is the central point to fulfill the general public's information needs. For this purpose, public libraries are facilitating traditional and modern library services. Library 2.0 is an efficient library service that Sri Lankan public libraries can use to provide information needs efficiently. Therefore, this study aimed to determine the use of Library 2.0 as an efficient library service with special references to the Kandy district, Sri Lanka. Therefore, the study's objectives were to determine the usage of Library 2.0 in Public Libraries in Sri Lanka and identify existing challenges. DS Senanayake Public Library, Gampola Public Library and Doluwa Public Library in Kandy district were purposely selected as samples for this study. data was collected from 500 readers and 20 staff members through a questionnaire for quantitative data. Also interviewed library staff to collect qualitative data. A mixed methodology was used to analyze the data. A small proportion of public libraries use social media such as WhatsApp, YouTube, and Facebook as library 2.0 tools to share information among public library users; DS Senanayake Public Library was a pioneer among them. However, a key challenge was identified by a lack of fund allocations to get technical equipment needed by the library and a lack of readers and staff awareness of Library 2.0 tools. Further, almost 57.1% of library users preferred to receive traditional library services, whilst 42.9% preferred online library services. The study recommended

an awareness programme for library staff and users to overcome the challenges.

**Keywords:** *Library 2.0 Information Services, Public Libraries, DS Senanayake Public Library, Gampola Public Library, Doluwa Public Library, Sri Lanka*