International Academy of Science, Engineering and Technology
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TRACE THE INNOVATIVE WEB TOOLS USED IN LIBRARY SERVICES AND SERVICES PROVIDED USING THEM: A LITERATURE REVIEW

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ABSTRACT

In this article, we seek to present the reader with a comprehensive background for gaining a better understanding of current knowledge and highlighting the importance of research on web technologies. The paper is based on a literature review to find out published literature in the period 2005 to 2021on web technologies and their tools used to provide innovative library services. The study is an attempt to trace the innovative web technology tools; applications in library services; types of services provided using web tools; problems faced by professionals in the use of web tools by analyzing published scholarly literature on the topic.

The researcher identifies and analyses 60 research papers highly related to web technology and its tools and its application. The findings of the study reveal that there is a diversity of web tools and services provided in innovative way.

Papers have been published with a focus on Web Technology, Web Tools, Social Networks, Blogs, Instant Messages, RSS Feeds and their applications in the library. The work highlights the findings and research work undertaken previously on web technologies and their tools used for library purpose. It is a guide for the researcher to choose the right way of research to carry further his/her research work.

Objective

- *To trace the intellectual progress of web tools and their application in library services;*

- *To discover innovative web tools used in library services and the services provided;*

Scope of the Study

The present paper followed qualitative research method as it is a review of related literature. The scholarly published articles from the year 2005 to 2021 were analyzed to trace the trends in Web Technologies and Its Tools.

The study mainly covers and organizes the literature on types of web technology tools and their functions and features; types of services provided using web tools; problems faced in adopting web tools; and perception studies.

KEYWORDS: *Review Paper, Web Technology, Web Tools, Social Media, Library Services, Blogs*