

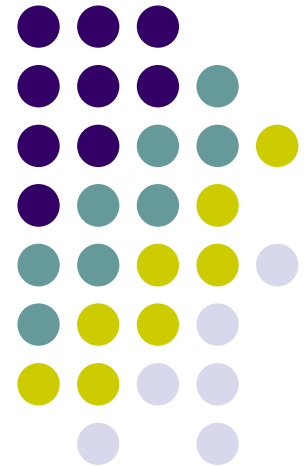
CITE Symposium 2008

A Survey of Using Wikis in Academic Libraries in Different Countries

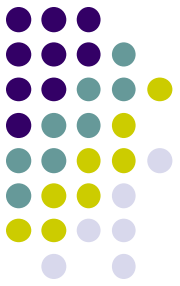
Date: 6 June, 2008 (Friday)

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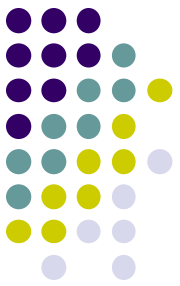
Faculty of Education,
The University of Hong Kong



Outline

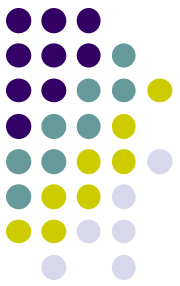


- Introduction
- Overall Findings & Analysis (Part 1)
 - For the university libraries that are currently using wikis
- Overall Findings & Analysis (Part 2)
 - For the university libraries that are not currently using wikis
- Discussions
- Conclusion
- Limitations and Further Studies



Introduction (1)

- Wiki is a useful tool for information and knowledge management.
- Application of wikis in academic libraries is a big topic in the library community.
- There is limited research on the usage of wikis technology within academic libraries.
- We would like to further investigate this aspect.

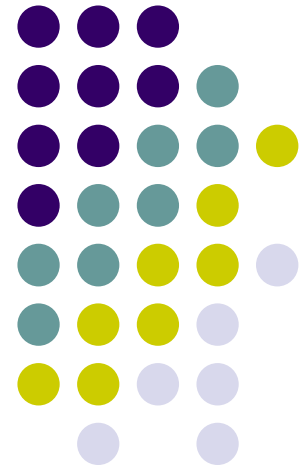


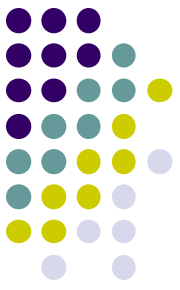
Introduction (2)

- To investigate the usage of wikis in the academic libraries among 3 regions:
 - (1) Hong Kong, China and Singapore
 - (2) California (United States)
 - (3) Australia and New Zealand
- To find out the reasons of using wikis technology in the academic libraries, and
- The difficulties of implementing wikis

Overall Findings & Analysis

For the university libraries that are currently using wikis





Usage of wikis

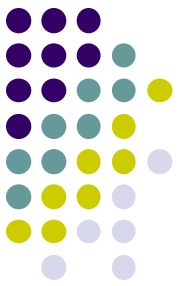
- 48 out of 63 (76.2%) university libraries have been surveyed.
- 17 (35.4%) of our respondents are currently using wikis.
- 16 (33.3%) of the respondents have planned to use wikis in the future.
- 10 (20.8%) of them do not have any planning on using wikis at present.

Table 1 (Simplified Version)

No. of libraries surveyed and the usage of wikis



	No. of libraries surveyed	No. of responses	No. of libraries using wikis currently	No. of libraries plans to use wikis
Region 1 (HK, China and Singapore)	23	15 (65.2%)	4 (26.7%)	8 (53.3%)
Region 2 (California, USA)	20	16 (80%)	6 (37.5%)	3 (18.75%)
Region 3 (Australia and New Zealand)	20	17 (85%)	7 (41.2%)	5 (29.4%)
Total	63	48 (76.2%)	17 (35.4%)	16 (33.3%)



Usage of different wiki software

- The 3 main types of wiki software that are currently using in the university libraries:
 - MediaWiki (34.8%)
 - PBWiki (17.4%)
 - Confluence (17.4%)

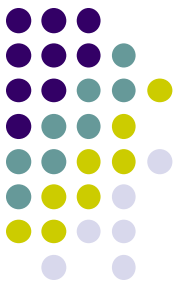


Table 2 - Reasons for using the wikis

5-point scale (1 – Not helpful at all, 5 – Very helpful)

	Rating Average
To facilitate the co-construction of web pages	3.91
To enhance information sharing among librarians	4.56
To archive different versions of work online	3.90
To speed up the updating of web pages	3.58

Difficulties for implementing wikis



Some of the universities encounter more than one kind of difficulties

Main difficulties:

- Staffs and students do not have motivation to participate (6/ 27.3%)
- Lack of experience staff (6/ 27.3%)

Second main difficulties:

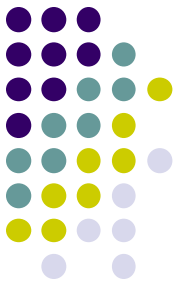
- Difficult to promote new technology (4/ 18.1%)
- Technical difficulties (2/ 9.1%)

None:

- 2 of the total 17 libraries (2/ 9.1%)

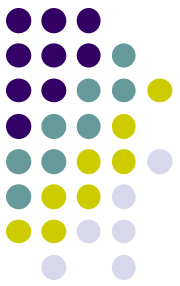
Table 3

Different types of difficulties of implementing wikis



Difficulties for implementing wiki	Number of academic libraries
1. Staffs and students do not have motivation to participate	6 (27.3%)
2. Lack of experience staffs to develop	6 (27.3%)
3. Difficult to promote new technology (wiki)	4 (18.1%)
4. Technical difficulties	2 (9.1%)
5. Others	2 (9.1%)
6. None	2 (9.1%)
Total	22

Note: There are 17 universities libraries have interviewed. Some of the university libraries encounter more than one kind of difficulties.



Cost involved in creating the wikis

Some of the universities have more than one kind of costs involved

Main cost:

- Time cost (9/ 34.6%), training cost (8/ 30.8%)

Other cost:

- Hardware and software (5/ 19.2%)
- Others (4/ 15.4%)

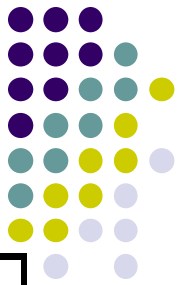
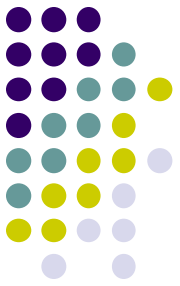


Table 4
Cost involved in creating the wiki page

Cost for implementing wiki	Number of academic libraries
1. Time cost	9 (34.6%)
2. Training cost	8 (30.8%)
3. Software and hardware	5 (19.2%)
4. Others	4(15.4%)
Total	26

Note: Some of the university libraries have more than one kind of costs involved when implementing wiki.

Benefits of using wiki that outweigh the cost



- Almost all libraries **15 (88.2%)** thought the benefits of wiki outweigh the cost
- Two thought that was hard to tell

Benefits:

- Free of charge
- Enhance information sharing
- Information management

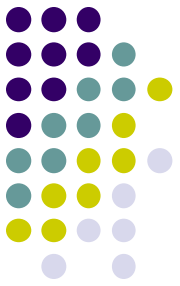
Table 5

Thought of academic libraries of whether the benefits outweigh the cost

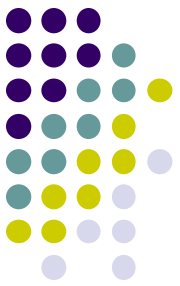


Thought of academic libraries of whether the benefits outweigh the cost	Number of academic libraries
1. Yes	15(88.2%)
2. No	0 (0%)
3. Hard to tell	2 (11.8%)
Total	17

Training courses for wikis (1)



- Less than half of libraries have applied training courses
- All courses are for library staff only
- IT staff, system staff and reference librarians are the main responsible staff
- Main nature of training course: face-to-face
- Users need to learn more from wiki website themselves



Training courses for wikis (2)

Content

- Mainly Wiki basic --**5 (38.5%)** and advanced editing --**4 (30.8%)**
- Practical exercise --**2 (15.4%)**
- Others: reference materials (e.g. user guides, online documentation)

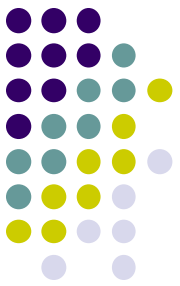


Table 6
Contents of training courses

Contents of the training courses	Number of academic libraries
1. Wiki basics	5 (38.5%)
2. Advanced editing	4 (30.8%)
3. Practical exercises	2(15.4%)
4. Others	2(15.4%)
Total	13

Note: Some of the university libraries are currently having more than one content in training courses at the same time.

Overall Findings & Analysis

For the university libraries that
are not currently using wikis

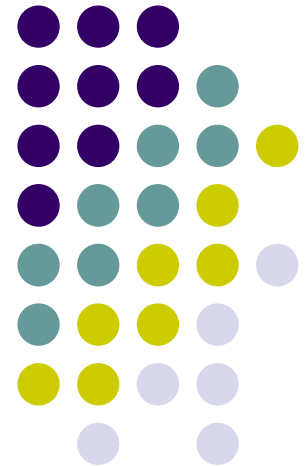


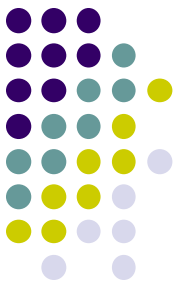
Table 7 (Simplified Version)

Libraries that are not currently using wiki



	No. of responses	No. of libraries plans to use wikis	No. of libraries not plan to use wikis	No. of libraries not sure to use wiki or not at this stage
Region 1 (HK, China and Singapore)	15/23 (65.2%)	8 (53.3%)	3 (20.0%)	-
Region 2 (California, USA)	16 /20 (80%)	3 (18.75%)	4 (25.0%)	3 (18.75%)
Region 3 (Australia and New Zealand)	17 /20 (85%)	5 (29.4%)	3 (17.6%)	2 (11.8%)
Total	48 /63 (76.2%)	16 (33.3%)	10 (20.8%)	5 (10.4%)

Reasons of implementing wikis in the near future (1)



1. Enhancing information sharing among librarians (14/16, 88%)
2. Facilitate the co-construction of the web pages (9/16, 56%)
3. Speed up the updating of various web pages (7/16, 44%)
4. To archive different versions of work online (3/16, 19%)

Note: Each university picks more than one choices.

Reasons of implementing wikis in the near future (2)



Some special reasons:

- For library policies and procedures management
- Used as a knowledge management tool to build up a knowledge repository

However, most of the academic libraries do not have concrete plan at this stage

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Total	48 /63 (76.2%)	16 (33.3%)	10 (20.8%)	5 (10.4%)

Reasons of not to implement wikis



- The function of “FAQ Section” and “Ask a Librarian” can afford similar function of wiki
- More authenticated source available. e.g. Libguides, SharePoint, library own intranet
- Do not need this form of communication
- Do not have enough time and human resources to plan and implement wiki
- Wiki is not particularly pressing at the moment

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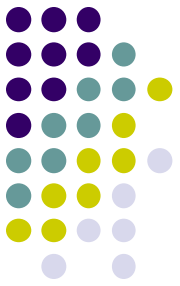
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Libraries that are not currently using wiki



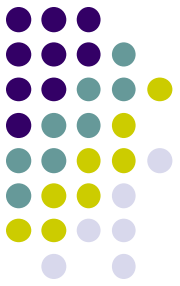
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Discussions



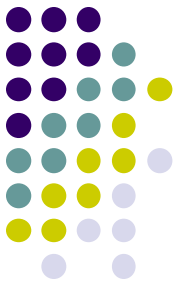
- FAQ Section
- Ask a Librarian service
- Other wiki-like applications
- Wiki promotes interaction between users and librarians
- Knowledge sharing and exchange service

Discussions



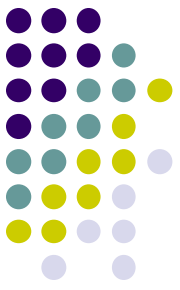
- Web 2.0 century
- More information technologies in the library services
- Enables more communication & interaction with library users
- Efficient internal library works

Wiki for libraries



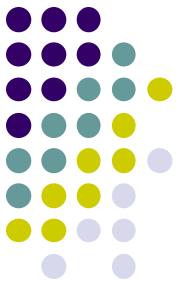
- One of the information management tools
- Useful appliance for libraries
- The concept of wikis, i.e. creating, classifying and managing, storing and retrieving information
- Should be promoted to the library staff and library users

Conclusion



- Exploring the trend of wiki use in academic libraries
- In the region of China, Hong Kong, Singapore, California (USA), Australia and New Zealand
- About 68.7% of academic libraries surveyed indicated that they are currently using it (35.4%) or plan to use it soon (33.3%)
- Academic libraries should consider seriously whether the use of wikis will also benefit them

Limitation & further studies



- Limitation
 - Time constraint – convenient sample
- Further research can be conducted
 - A tighter sampling method
 - Wider sampling areas
 - Larger sampling size
 - A closer examination of libraries that use wikis



The End