Chat with Reference Librarian using Social Networking Tools by the Faculties and Research scholars

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Abstract

Since the late 1990s, Libraries have experimented with technology to provide traditional library services in the online environment. The use of Social Networking Tools such as Whatsapp, Skepe, Viber, Chat Hour, 123 Flash Chat, Oovoo Video Chat and other online media to provide reference services has present numerous challenges and opportunities in the context sharing texts, photo galleries, videos and so on. As a result of these collaborations, librarians must often work users outside of their primary patron base. Collaborative online reference services have brought together reference librarian using social networking tools.

1.Introduction

"Social networking" has been around forever. It's the simple act of expanding the number of people you know by meeting your friends' friends, their friends' friends and so on. In fact, many of us today use Whatsapp and Viber to promote our existing and upcoming Library Services. If you or your library staff needs to stay in touch throughout the day, or a colleague is working from a remote location, consider chat programs as a viable alternative to e-mail. Chat software allows users to communicate in real time with one or more people while bypassing the need to constantly check e-mail. Singh and Gill (2015)[1] evaluate and assess the awareness and extent of the use of social networking sites (SNSs) by the students and research scholars of universities of North India. Loving and Ochoa (2011)[2] experimented with the use of the social networking site Facebook as an online course management software solution for their research methodology class. Vassilakaki and Garoufallou (2014)[3] Social networking sites are becoming more and more popular triggering an increase in published research and impacting different aspects of daily life. Saleem, and Genoni, (2015)[4]explore perspectives on international academic library collaboration using social media that may assist in reducing this gap. .Surulinathi,etc., . (2010)[5] Mobile Technology and Library Services promote our existing and upcoming

communication. .Shimna , etc., (2010)[6] Developing Live Chat Portal for Library Services with academic library collaboration using social media.

2.Social Networking Tools

2.1 Whatsapp for Chat with Reference Librarian

WhatsApp Messenger is a cross-platform mobile messaging app which allows patrons to exchange messages without having to pay for SMS. WhatsApp Messenger is available for iPhone, BlackBerry, Windows Phone, Android and Nokia.

3. How it works

WhatsApp Messenger is a cross-platform mobile messaging app which allows the users to exchange messages without having to pay for SMS. It is available for iPhone, BlackBerry, Android, Windows Phone and Nokia and yes, those phones can all message each other! Because It uses the same internet data plan that user use for email and web browsing, there is no cost to message and stay in touch. In addition to basic messaging WhatsApp users can create groups, send each other unlimited images, video and audio media messages. The following devices are support for whatsapp.

- Mobile Phone
- I-Phone
- I-Pad
- PC

4. Viber for Chat with Reference Librarian

Viber offers free instant messaging between Librarian and patrons. Viber integrates seamlessly with your phone and identifies which of your contacts already have Viber, so we can start communicating right away. With Viber there is no importing contacts, or sending out invitations.

- Free text, calling, photo messages and location-sharing with Viber users
- No registration, alias or invitations required
- Instantly integrates with contact list
- Best-quality mobile calls using 3G or Wi-Fi
- Group messaging with up to 40 friends

5. Skype for Chat with Reference Librarian

Experience of Skype in the palm of your hand. Skype support for Computer, Mobile, Tablet, Home Phones, TV and other devices. It consist of the following features.

- Send and receive instant messages for free.
- Free face to face video and voice calls over a 3G or WiFi connection.
- Low cost calls and text messages to mobiles and landlines.
- Send photos, videos and files of any size for free.
- Send a message you can see, hear and feel with video messaging.

6. Flash Chat for Chat with Reference Librarian

Android app is a beautiful, powerful but easy multi-user video chat app. The mobile app is an efficient marketing tool for the chat room owner to promote the chat room to the millions of users, meanwhile, the chat users may explore thousands of video chat rooms with it. It consist of the following features.

- Easy and user-friendly
- Take a picture or select one from New arrivals of books to send it to the chat lobby or a specific person
- Small icons in the user list to indicate chat users with video or audio
- Video user list
- Members have the ability to add Users, while guests don't have it
- Edit one's User profile
- Check other user's profile
- Change status (available, busy, away)
- Enter a chat room ID to access any specific chat room

7. Chat Hour for Chat with Reference Librarian

Mobile chat is a new version of our chat room site optimized for mobile devices. This mobile chat site is best for iPhone, iPod Touch, iPad, Android phone, Android tablet, Blackberry, Kindle, Windows phone, Symbian, or other smartphone. There are always live chatters in our chat room. So, We can create a chat account now to start chatting with other live mobile chatters. On Chat Hour Mobile, User communicate with other chatters in our chat rooms by exchanging instant messages.

8. Oovoo for Video Chat with Reference Librarian

With ooVoo Librarian and patrons can make free video calls, voice calls, and send text messages to easily connect and share the library virtual tour and tutorial videos. It is the highest quality video chat app, beating other leading brands hands down. Start a free video call with one person or up to twelve people and experience the best quality video and audio.

9. Conclusion

Often, people leave their instant messenger program open all day while working on their computers, I-pad, I-phone, Mobile and so on. Because the exchange of information is so fast, instant messengers can be a more effective way of getting quick answers to questions, and they

can eliminate the need for multiple back-and-forth exchanges of e-mail. When the Library launch a website that offers a determined service to Faculties and Research scholars of their own university, it's imperative to establish different ways to be in permanent communication with them, and one to do this is of course the chat. On this roundup it will be studying some of the essential chat services (free and not) that can be implemented in Library web page, it will consider different aspects, quality and difficulty of use and effective way of communication in the context of digital information services ultimately it will support the research and development.

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