ABSTRACT

In general, library 2.0 is playing critical roles in provision of information services to support
quality research, teaching and learning in institutions of higher learning. Traditional methods of
information management practices have proved to be ineffective and inefficient in provision of
information services to the clients or customers. Additionally, globalization, technological
innovations and millennium development goals have introduced new developments and
competing values in provision of information services in libraries. In the midst of all these
realities the modern concept of library 2.0 becomes crucial in provision of information services
in academic libraries in this emerging knowledge society. The purpose of this paper is to
examine the potential of library 2.0 in provision of information services to support quality
research, teaching and learning in institutions of higher learning in Kenya. This paper examines
the current academic literature, document analysis, desk review guides and reports to assess the
nature and development of library 2.0 in academic libraries. In addition, the paper examines the
challenges facing academic libraries, and the strategies to develop and implement library 2.0
solutions. The literature review indicates that, although library 2.0 is a modern innovation in the
emerging knowledge society, many academic libraries in Kenya have not embraced and adopted
the concept. The paper proposes various measures that can be undertaken to successfully
embrace library 2.0 practices including adequate financial resources and funding, investment in
innovative technological solutions and customer focus. Fundamentally, the paper recommends
implementation of library 2.0 with the view to provide quality services to the customers.