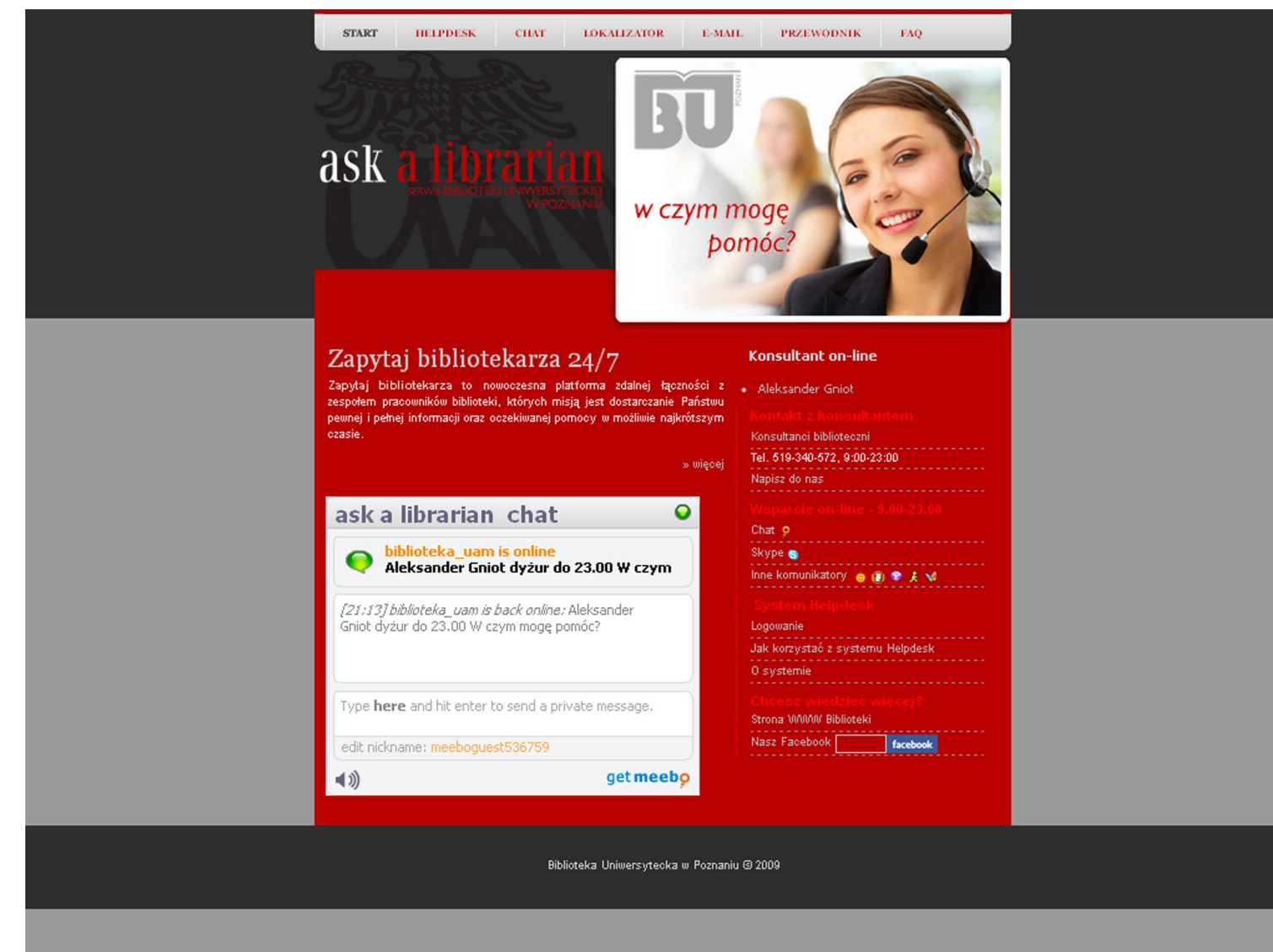
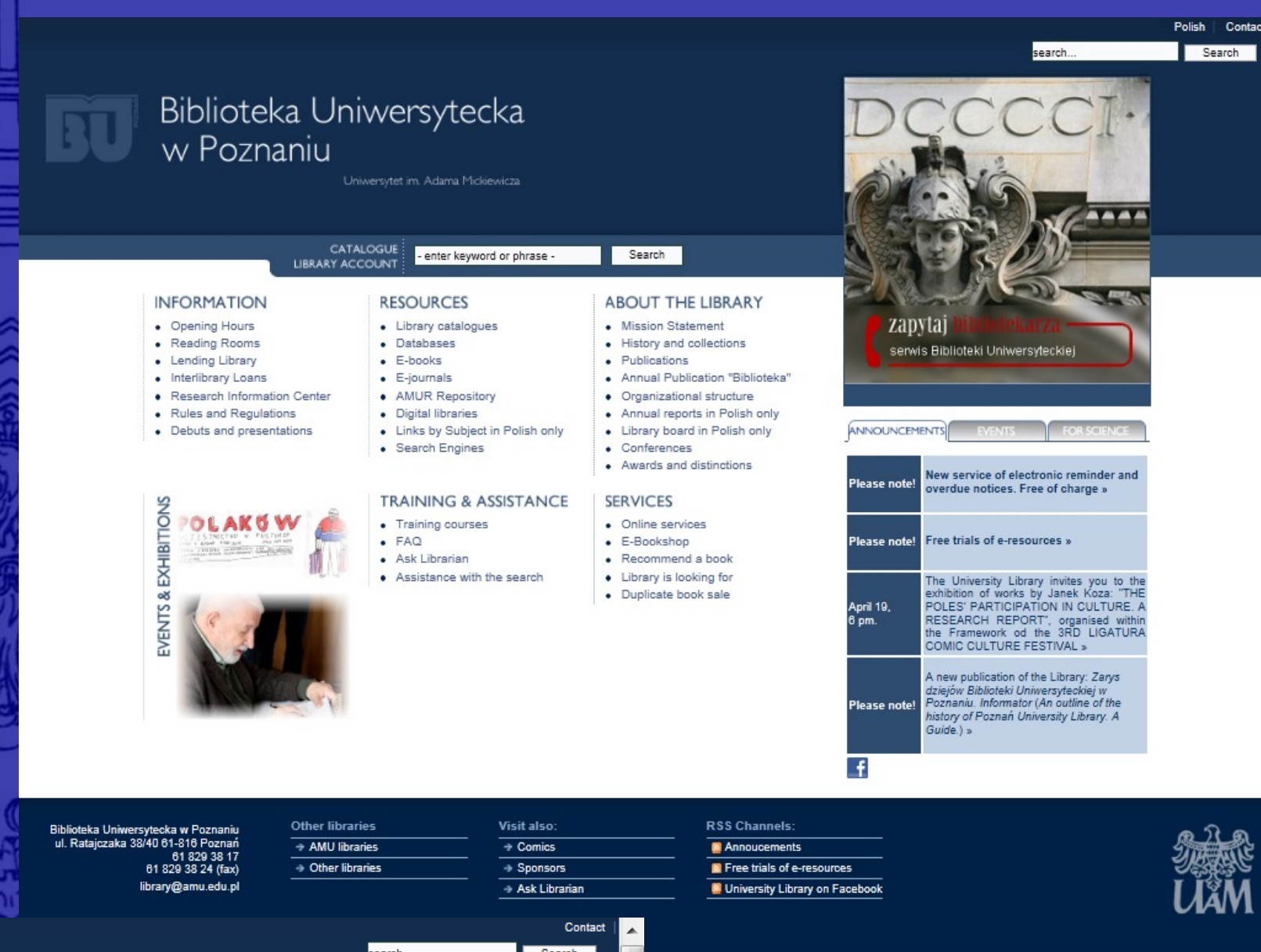


# POZNAŃ UNIVERSITY LIBRARY IN WEB 2.0 - A DEVELOPMENT OF USER-FRIENDLY DIGITAL COMMUNICATION SYSTEM AND THE RESULTING BENEFITS AND VALUE.



## Żaneta SZERKSZNIŚ, Maria LAMBERTI, Monika THEUS POZNAŃ UNIVERSITY LIBRARY, POLAND

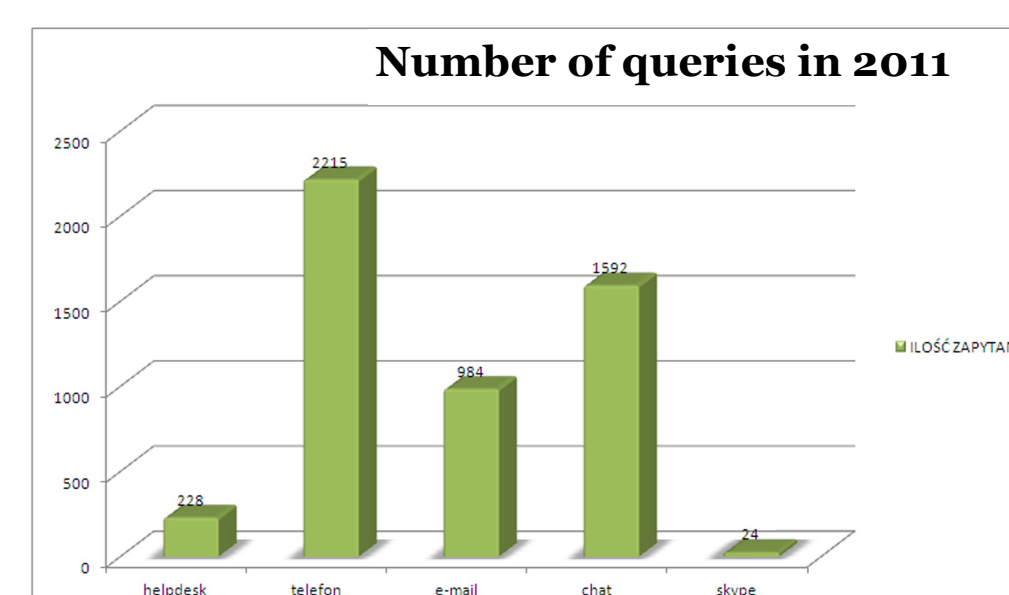
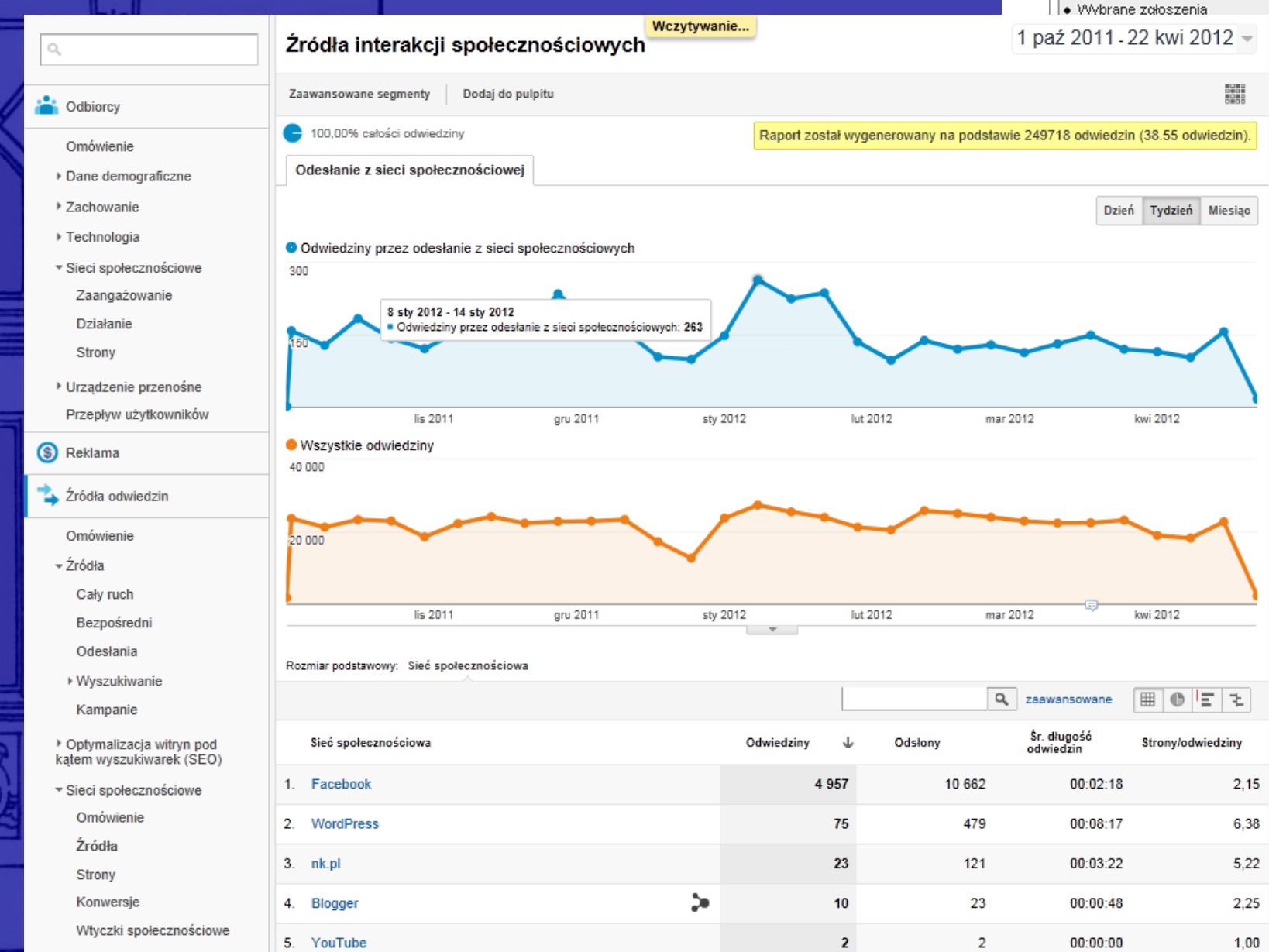
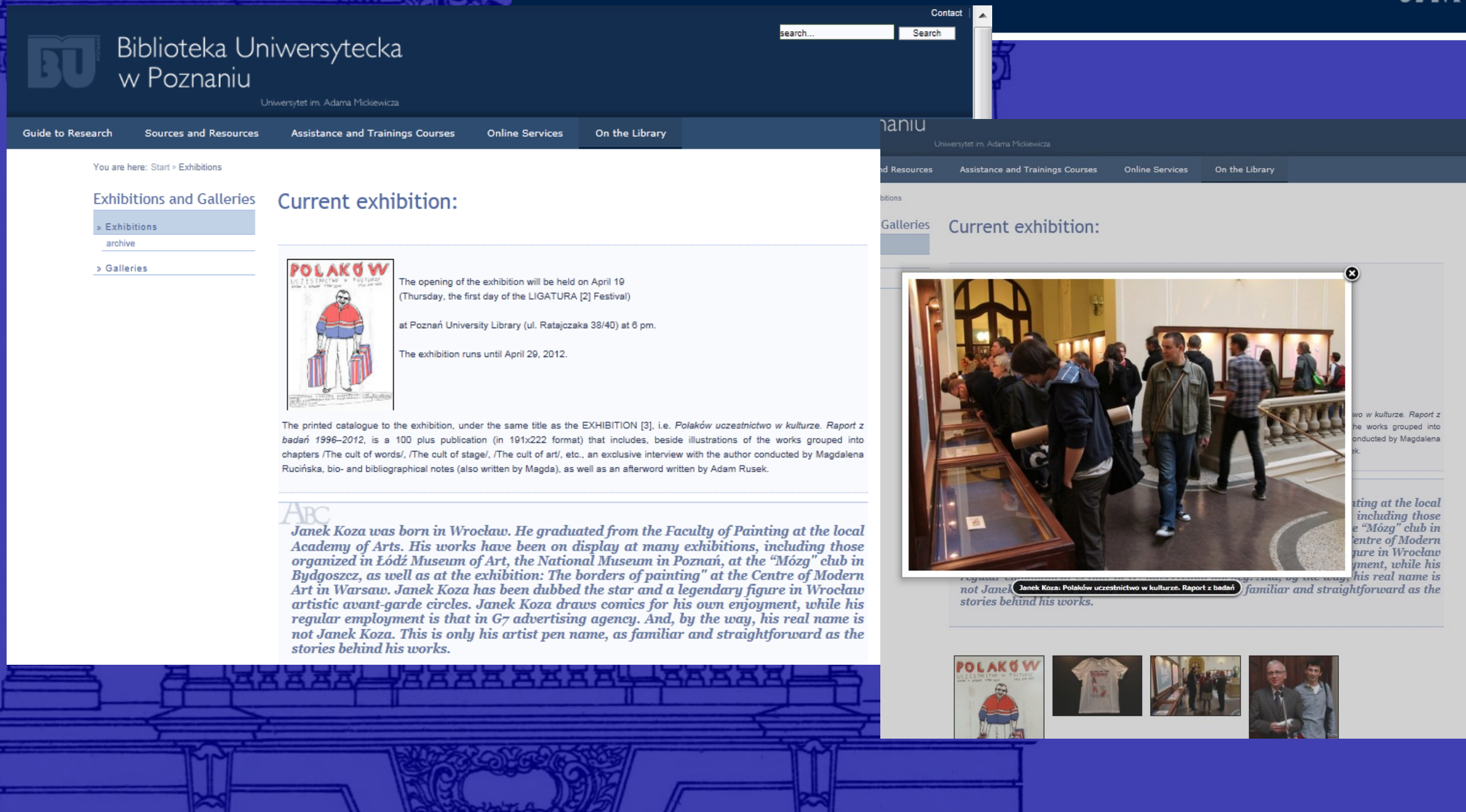


### ASK A LIBRARIAN - VIRTUAL ENQUIRY SERVICE (SINCE 2009) ONLINE COMMUNICATION WITH USERS, LIBRARY CONSULTANTS AVAILABLE 24/7 ONLINE INFORMATION DELIVERY



### TYPES OF SYNCHRONIC AND ASYNCHRONOUS COMMUNICATION

- \* SOCIAL PLATFORMS:  
GG, AIM, YAHOO, MEEBO
- \* SKYPE
- \* MOBILE PHONE
- \* E-MAIL MESSAGES
- \* HELPDISK SYSTEM



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POZNAŃ UNIVERSITY LIBRARY IS A MEMBER OF LIBER, IAML, CERL. WE WANT TO REACH OUT TO OTHER LIBRARIES TO COLLABORATE WITH US  
AND WE LOOK FORWARD TO DEEPENING COOPERATION ON A WIDE RANGE OF ISSUES.