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## **Social networks and their role in the development of information services libraries of palaces of culture in Alexandria: a field study**

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### **Abstract**

Social networks play many social, cultural, educational, etc. roles in the lives of individuals in different cultures. There is no doubt that public libraries have been heavily influenced by social networks in providing information services to the users. Therefore, any information specialist must make the best use of it to fill the gaps that his library cannot do, either for lack of time or for a tight budget. Also, social networks help the information specialist to provide what is new to the users, as they always need to know the new trends and wait for the library to provide them with.

Public libraries in today's world are no longer as they were in the past, especially in the developed countries, because of their use of modern technologies that have emerged in the field of communications and information technology, which became known as the "era of information and knowledge", which imposed a new reality and cast a shadow over public libraries in all its aspects and components. From: concepts and objectives through buildings, equipment, manpower, programs and services to planning, execution and evaluation. All this was covered by the winds of change and the introduction of these technologies became an important requirement

This study attempts to identify the importance of social networks in developing services provided by the public libraries affiliated to the General Authority for Cultural Palaces at Alexandria governorate as a public libraries that need to be presented with their services wherever the user resides and at any time. Also, the public libraries should make all their services available through their websites. The study also tries to know the extent of the impact of social

networks to increase the number of users of the services of these libraries, also The study attempts to serve as a guide that can be used by libraries of cultural palaces through proposals that will increase the effectiveness of benefiting from its services in the age of social networks.

The study based on the field survey methodology to determine the services provided by the libraries of cultural palaces in Alexandria Governorate in the era of social networks, and collecting facts and data, and then explaining them to use their semantics in achieving the objectives of the study, One of the most important findings of the study that, social networks have helped to provide better services, increasing the number of users from these libraries day after day.

**Keywords:** Social Networks - Public Libraries – Information services