Digital Reference Update: Going & Coming

Presented by
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Overview

- Introductions
- Digital Reference Charges
- Initiatives Around the State (including demos)
- Plans & Possibilities
- Q & A
DRC Charges - Changes

Prior to 2005 – i.e., before Katrina-Rita


- Explore strategies, solutions for user instruction in a virtual/digital environment. Provide recommendations.

- Explore the needs of local and distance users in a virtual/digital environment. Provide recommendations.
DRC Charges - Now

After 2005 – i.e., after Katrina-Rita

- Develop implementation guidelines and statewide contact list for libraries considering digital reference service.

- Appropriate to the role of the committee, identify ways to assist libraries affected by hurricane/flood damage* in restoring collections/services/facilities.

- The chairperson shall submit an annual report to the Executive Committee at the end of the fiscal year.
DRC Charges – What We’ve Done

- Developed a statewide contact list (reference desks)
- As far as assisting affected libraries – would appreciate input
- Report submitted for the 2006-2007 (see website)
- Discussed survey of digital reference services in the state for guidelines
Initiatives Around the State
Recently changed from Live Assistance chat software to free IM services: AIM, Yahoo, MSN, and Meebo

Meebo chat window embedded on website allows users to use the service anonymously and without registering

Demonstration of Meebo chat window

Future project – embedding Meebo windows within iLink and possibly certain databases.
Nicholls – Van Viator
Currently, we do not subscribe to any sort of service like QuestionPoint
Most of our virtual reference is done via email, but it’s negligible
Our students have shown no inclination for virtual reference, beyond email
The future? Experimentation with IM
And the Rest of the Story: FYI

The data in this section is a combination of self-reported information I received in response to an email I sent out August 27.

If your school did not respond to that request, please take some time when you get back to email me (lowe@ulm.edu). Our committee is trying to create a directory of initiatives in the state, and we want to include your comments of your experiences with your initiatives.
Email Reference Only

- BR CC (committee)
- Fletcher Technical CC
- Northwestern State
- LA Tech (committee)
- LSU-A
- RPCC
- Xavier (committee)
Email + Chat

- Tulane (committee)
Email + Social Networking

- UNO – Facebook / Myspace / Second Life
Email + Subscription Service

Delgado –

QuestionPoint

Delgado Community College
New Orleans, Louisiana
Email + Chat + Text + Service

- Southeastern – Tutor.com, Librarians-By-Request (LBR), text-messaging services (SMS) (committee)
Plans & Possibilities

- Pursue survey(s)
- Develop directory of initiatives and guidelines
- Update contact list
Q & A Time
THANKS FOR COMING!

Please feel free to contact any of us!

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Visit this presentation on the web at:
http://www.ulm.edu/~lowe/DRCLUC2007.ppt