TITLE: Library as Conversation: Facing the Challenge
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ABSTRACT: Discusses how reference can be part of a participatory library.
KEYWORDS: virtual reference, participatory librarianship, reference, virtual reference
Participatory Librarianship

- Knowledge is Created through Conversation
- Books, Videos, Web Pages, etc. are Simply Artifacts of Knowledge Creation
- Libraries are in the Knowledge Business, Therefore the Conversation Business
- Libraries Online and Off Need to Facilitate Conversation
Recommendations:

General

- Libraries must be active participants in participatory networking
- This must be done at the core of the library, not on the periphery
- Anything less simply adds stress and stretches scarce resources even further
The Pressure to Participate

- People Need to be Active Constructor of their Knowledge
- They Want Tools that Allow and Facilitate Conversation and Participation
Pressure up the Hierarchy
Pressure up the Hierarchy
Pressure up the Hierarchy

Application Builder

Infrastructure Provider
Pressure up the Hierarchy

- Information Service
- Application Builder
- Infrastructure Provider
Pressure up the Hierarchy

- User
- Information Service
- Application Builder
- Infrastructure Provider
Pressure up the Hierarchy

User

Information Service

Application Builder

Infrastructure Provider

TCP/IP
Pressure up the Hierarchy

- User
- Information Service
- Application Builder
- Infrastructure Provider
- Open Source
- TCP/IP
Pressure up the Hierarchy

User

Information Service

Application Builder

Infrastructure Provider

Web 2.0

Open Source

TCP/IP
Pressure up the Hierarchy

User

Information Service

Application Builder

Infrastructure Provider

Credibility

Web 2.0

Open Source

TCP/IP
Users go to Participation

• This is DIFFERENT than Users being Attracted to “Good Enough”

• Web 2.0 Tools Allow Participation

• Web 3.0, 4.0, 5.0 Will Even More So
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How to Suggest Materials for the Collection
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Interlibrary Loan
If the item you want is not available in the OCPL catalog, you can request it through Interlibrary Loan.
Welcome to the Onondaga County Public Library catalog visual search tool.

Search
- Enter your search terms in the text box above and press Enter (or click 'Search')
- Click on a result for a full view with holding information.
- The default keyword search searches all words in a record.
- You can specify an author search by putting author: before an author name.
- You can specify a title search by putting title: before the title in the search box.

Discover
- The pane on the left shows you related terms, spelling variations and translations.
- Click on words in the pane to explore the contents of the catalog.
- Your results list will grow with each click as clicking adds records with one or more of the new terms to your previous list.
- The records with more of the terms will be at the top of the relevancy-sorted results list.

Refine
- Refine shows you terms from records in your results list.
- Click on any term to focus and narrow your results.
Results 1 - 10 of 211 for harry potter, sorted by: relevance

The magic of Harry Potter
[video recording]
Eaton Entertainment
... Discover what makes the Harry Potter books special. Hear what's in store for the Harry Potter series.

Year: 2000
Found: Harry (6); Potter (6)
Subject: authors, english, children's stories, ...

Lego creator
[electronic resource]
J.K. Rowling, Lego gruppe (Denmark)
... Rowling LEGO Creator lets you re-create Harry Potter's secret world. Build and play in Diagon Alley construct tracks to carry the Hogwarts Express to the ...

Call number: 793
Year: 2002
Found: Harry (5); Potter (5)
Series: Scholastic software
Subject: potter, harry (fictitious character), lego toys, ...

Harry Potter and the Order of the Phoenix
J.K. Rowling, Mary GrandPre
Year: 2003
Found: Harry (3); Potter (3)
Series: Harry Potter: Year five at Hogwarts; Year five at Hogwarts; Rowling, J.K.
Harry Potter and the sorcerer's stone
by Rowling, J. K.
ISBN: 059035342X (pbk.):
Description: vi, 309 p. : ill. ; 20 cm.
Notes: "First Scholastic trade paperback printing, September 1999"--T.p. verso.
Sequel: Harry Potter and the Chamber of Secrets.
Summary: Rescued from the outrageous neglect of his aunt and uncle, a young boy with a great destiny proves his worth while attending Hogwarts School for Wizards and Witches.
Additional Authors: GrandPre, Mary, ill.
Total Holds on Item: 0
Total Available for Holds: 20
Format:
Dynix #: 873380
Book

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  - They Find Things not Ideas or Conversations
- Bibliographic
- Does Not Integrate Digital Collections Well

- One Way Communications
- One View of the World
- Just Another Database
Old Model

- Library as a Separate Process and Collection from the Academy’s Core Business
- Enhance and Facilitate
- Emphasis on External Documents
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New Model

- Library as Information “Collector” and “Enhancer” of the Organization’s Information
- Institutional Repository
- Emphasis on Synthesis
- Sees the Complexity of the Enterprise
# Means of Facilitation

## Access
- Provide Meeting Rooms
- Provide Sufficient Bandwidth for Information
- Collection of Unique Resources
- Provision of Long Term Storage

## Knowledge
- Training and Education
- Mentoring and Access to Experts
- Standing Dissemination of Information
- Pathfinders & Synthesis

## Environment
- Free & Open Access
- Safety & Acceptable Use
- Community Norms

## Motivation
- Recognition of Effort
- Pushing People First on the Web
- Ownership
- Participation
Re-Imagine the Library

Library as Collection of Collections

- Databases
- Repository
- D.Library
- Catalog
Re-Imagine the Library

Library as Collection of User Libraries

Personal

Web Resources

Library Assets

Conversations
Recommendations

• Broader and Deeper Conversation about Participatory Librarianship
• Create a Participatory Library Testbed
  • Pooled Effort in Library System Innovation
  • Real Web 2.0 Services
  • Education Program
Recommendations

- CHANGE!
- INNOVATE!
- PARTICIPATE!